# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| Provider Number | Nursing Home Name | Street |
|---|---|---|
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| City | State | Zip Code | Phone |
|---|---|---|---|
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| Survey Date | Date of Correction |
|---|---|
| 01/07/2010 | 01/25/2010 |
| 08/31/2010 | 10/21/2010 |
| 08/31/2010 | 10/21/2010 |
| 08/31/2010 | 10/21/2010 |
| 08/31/2010 | 10/21/2010 |
| 08/31/2010 | 10/21/2010 |
| 08/31/2010 | 10/21/2010 |
| 08/31/2010 | 10/21/2010 |
| 08/31/2010 | 10/21/2010 |
| 08/31/2010 | 10/21/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| Deficiency Type | Deficiency Category |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| Deficiency | Scope | Level of Harm |
|---|---|---|
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215001 | COLLEGE VIEW CENTER | 700 TOLL HOUSE AVENUE |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |
| FREDERICK | MD | 21701 | 3016635181 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/31/2010 | 10/21/2010 |
| 08/31/2010 | 10/21/2010 |
| 07/12/2011 | 08/26/2011 |
| 07/12/2011 | 08/26/2011 |
| 09/03/2009 | 09/09/2009 |
| 09/28/2009 | 01/05/2010 |
| 03/11/2010 | 03/10/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| activities, that is a good size, with good lighting, air flow and furniture. | | |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/11/2010 | 03/10/2010 |
| 03/11/2010 | 03/10/2010 |
| 03/11/2010 | 03/10/2010 |
| 10/14/2010 | 11/15/2010 |
| 11/15/2010 | 12/06/2010 |
| 04/05/2011 | 04/30/2011 |
| 04/05/2011 | 04/30/2011 |
| 04/05/2011 | 04/30/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| (injury/decline/room, etc.) that affect the resident. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Hire a qualified dietician. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Keep accurate, complete and organized | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215005 | BAY RIDGE HEALTH CARE CENTER | 900 VAN BUREN STREET |
| 215007 | WICOMICO NURSING HOME | P.O. BOX 2378 900 BOOTH ST |
| 215007 | WICOMICO NURSING HOME | P.O. BOX 2378 900 BOOTH ST |
| 215007 | WICOMICO NURSING HOME | P.O. BOX 2378 900 BOOTH ST |
| 215007 | WICOMICO NURSING HOME | P.O. BOX 2378 900 BOOTH ST |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| ANNAPOLIS | MD | 21403 | 4102678653 |
| SALISBURY | MD | 21802 | 4107428896 |
| SALISBURY | MD | 21802 | 4107428896 |
| SALISBURY | MD | 21802 | 4107428896 |
| SALISBURY | MD | 21802 | 4107428896 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 10/28/2011 | 11/07/2011 |
| 10/28/2011 | 11/07/2011 |
| 10/28/2011 | 11/07/2011 |
| 10/28/2011 | 11/07/2011 |
| 10/21/2009 | 11/13/2009 |
| 10/21/2009 | 11/13/2009 |
| 08/20/2010 | 10/04/2010 |
| 09/15/2010 | 10/30/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| clinical records on each resident that meet professional standards. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215007 | WICOMICO NURSING HOME | P.O. BOX 2378 900 BOOTH ST |
| 215007 | WICOMICO NURSING HOME | P.O. BOX 2378 900 BOOTH ST |
| 215007 | WICOMICO NURSING HOME | P.O. BOX 2378 900 BOOTH ST |
| 215007 | WICOMICO NURSING HOME | P.O. BOX 2378 900 BOOTH ST |
| 215010 | THE PINES GENESIS ELDERCARE | 610 DUTCHMAN'S LANE |
| 215010 | THE PINES GENESIS ELDERCARE | 610 DUTCHMAN'S LANE |
| 215010 | THE PINES GENESIS ELDERCARE | 610 DUTCHMAN'S LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| SALISBURY | MD | 21802 | 4107428896 |
| SALISBURY | MD | 21802 | 4107428896 |
| SALISBURY | MD | 21802 | 4107428896 |
| SALISBURY | MD | 21802 | 4107428896 |
| EASTON | MD | 21601 | 4108224000 |
| EASTON | MD | 21601 | 4108224000 |
| EASTON | MD | 21601 | 4108224000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 03/10/2011 | 04/24/2011 |
| 07/11/2011 | 09/11/2011 |
| 10/25/2011 | 12/09/2011 |
| 03/22/2012 | 05/07/2012 |
| 02/22/2010 | 03/22/2010 |
| 12/22/2011 | 02/07/2012 |
| 12/22/2011 | 02/07/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215010 | THE PINES GENESIS ELDERCARE | 610 DUTCHMAN'S LANE |
| 215010 | THE PINES GENESIS ELDERCARE | 610 DUTCHMAN'S LANE |
| 215010 | THE PINES GENESIS ELDERCARE | 610 DUTCHMAN'S LANE |
| 215013 | ST. MARY'S NURSING CENTER INC | 21585 PEABODY STREET |
| 215013 | ST. MARY'S NURSING CENTER INC | 21585 PEABODY STREET |
| 215013 | ST. MARY'S NURSING CENTER INC | 21585 PEABODY STREET |
| 215013 | ST. MARY'S NURSING CENTER INC | 21585 PEABODY STREET |
| 215013 | ST. MARY'S NURSING CENTER INC | 21585 PEABODY STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| EASTON | MD | 21601 | 4108224000 |
| EASTON | MD | 21601 | 4108224000 |
| EASTON | MD | 21601 | 4108224000 |
| LEONARDTOWN | MD | 20650 | 3014758000 |
| LEONARDTOWN | MD | 20650 | 3014758000 |
| LEONARDTOWN | MD | 20650 | 3014758000 |
| LEONARDTOWN | MD | 20650 | 3014758000 |
| LEONARDTOWN | MD | 20650 | 3014758000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/22/2011 | 02/07/2012 |
| 12/23/2011 | 01/31/2012 |
| 12/23/2011 | 01/31/2012 |
| 04/30/2010 | 06/14/2010 |
| 04/30/2010 | 06/14/2010 |
| 04/30/2010 | 06/14/2010 |
| 04/30/2010 | 06/14/2010 |
| 02/03/2011 | 03/19/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| every day and in emergencies, by a licensed pharmacist. | | |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Provide enough notice before discharging or transferring a resident. | Few | 2 |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215013 | ST. MARY'S NURSING CENTER INC | 21585 PEABODY STREET |
| 215013 | ST. MARY'S NURSING CENTER INC | 21585 PEABODY STREET |
| 215013 | ST. MARY'S NURSING CENTER INC | 21585 PEABODY STREET |
| 215013 | ST. MARY'S NURSING CENTER INC | 21585 PEABODY STREET |
| 215013 | ST. MARY'S NURSING CENTER INC | 21585 PEABODY STREET |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LEONARDTOWN | MD | 20650 | 3014758000 |
| LEONARDTOWN | MD | 20650 | 3014758000 |
| LEONARDTOWN | MD | 20650 | 3014758000 |
| LEONARDTOWN | MD | 20650 | 3014758000 |
| LEONARDTOWN | MD | 20650 | 3014758000 |
| SILVER SPRING | MD | 20902 | 3016492400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/14/2011 | 11/01/2011 |
| 06/28/2012 | 06/28/2012 |
| 06/28/2012 | 08/10/2012 |
| 06/28/2012 | 08/10/2012 |
| 06/28/2012 | 08/10/2012 |
| 11/23/2009 | 12/31/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | | |
| Establish and follow a written policy that permits a resident to return to the nursing home after hospitalization. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/23/2009 | 12/31/2009 |
| 11/23/2009 | 12/31/2009 |
| 11/23/2009 | 12/31/2009 |
| 12/18/2009 | 02/04/2010 |
| 12/18/2009 | 02/04/2010 |
| 12/18/2009 | 02/04/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| about 1) which items and services Medicaid covers and which the resident must pay for. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 1 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| 1) Hire only people with 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. | Some | 2 |
| Make sure services provided by the nursing facility meet professional | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 08/03/2010 | Not Available |
| 08/03/2010 | 08/03/2010 |
| 08/03/2010 | Not Available |
| 12/20/2010 | 01/31/2011 |
| 12/20/2010 | 01/31/2011 |
| 12/20/2010 | 01/31/2011 |
| 12/20/2010 | 01/31/2011 |
| 12/20/2010 | 01/31/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| nursing facility meet professional standards of quality. | | |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 1 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215014 | ARCOLA HEALTH AND REHABILITATION CENTER | 901 ARCOLA AVENUE |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20902 | 3016492400 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 12/20/2010 | 01/31/2011 |
| 12/20/2010 | 01/31/2011 |
| 11/08/2011 | Not Available |
| 09/26/2012 | 11/01/2012 |
| 09/03/2009 | 10/15/2009 |
| 09/03/2009 | 10/15/2009 |
| 05/04/2010 | 06/18/2010 |
| 12/15/2010 | 01/30/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| free from accident hazards and risks and provides supervision to prevent avoidable accidents. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| 1) Hire only people with 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. | Some | 1 |
| Notify the resident or provide reasons for a transfer or discharge. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 12/15/2010 | 01/30/2011 |
| 12/15/2010 | 01/30/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| maintain the highest well being of each resident . | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Many | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Some | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| functional capacity. | | |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Give or get specialized rehabilitative services per the patient's assessment or plan of care. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 06/30/2011 | 08/12/2011 |
| 10/14/2011 | 11/04/2011 |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| 1) Hire only people with 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. | Some | 1 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Provide adequate and comfortable lighting levels in all areas. | Many | 1 |
| Maintain comfortable and safe temperature levels. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215015 | FAIRLAND CENTER | 2101 FAIRLAND ROAD |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| SILVER SPRING | MD | 20904 | 3013846161 |
| FORESTVILLE | MD | 20747 | 3017360240 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |
| 03/27/2012 | 05/23/2012 |
| 07/21/2009 | 08/20/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| and provides supervision to prevent avoidable accidents. | | |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Dispose of garbage and refuse properly. | Many | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Provide bedrooms that don't allow residents to see each other when privacy is needed. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Let the resident refuse treatment or refuse to take part in an experiment and | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/21/2009 | 08/20/2009 |
| 03/31/2010 | 04/30/2010 |
| 03/31/2010 | 04/30/2010 |
| 05/10/2010 | 06/04/2010 |
| 05/10/2010 | 06/04/2010 |
| 05/10/2010 | 06/04/2010 |
| 05/10/2010 | 06/04/2010 |
| 05/10/2010 | 06/04/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| formulate advance directives. | | |
| Keep each resident's personal and medical records private and confidential. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 05/10/2010 | 06/04/2010 |
| 05/10/2010 | 06/04/2010 |
| 10/17/2011 | Not Available |
| 10/17/2011 | Not Available |
| 10/17/2011 | Not Available |
| 02/20/2012 | 03/20/2012 |
| 02/20/2012 | 03/20/2012 |
| 02/20/2012 | 03/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| drug/medication is managed and monitored to achieve highest well being. | | |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Check and assess each resident's assessment at least every 3 months. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Develop a post-discharge plan with the resident and family for the resident's care after leaving the nursing home. | Few | 2 |
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215020 | FORESTVILLE HEALTH & REHABILITATION CENTER | 7420 MARLBORO PIKE |
| 215022 | MILFORD MANOR NURSING HOME | 4204 OLD MILFORD MILL ROAD |
| 215022 | MILFORD MANOR NURSING HOME | 4204 OLD MILFORD MILL ROAD |
| 215022 | MILFORD MANOR NURSING HOME | 4204 OLD MILFORD MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| FORESTVILLE | MD | 20747 | 3017360240 |
| BALTIMORE | MD | 21208 | 4104155700 |
| BALTIMORE | MD | 21208 | 4104155700 |
| BALTIMORE | MD | 21208 | 4104155700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/20/2012 | 03/20/2012 |
| 02/20/2012 | 03/20/2012 |
| 02/28/2012 | 05/17/2012 |
| 02/28/2012 | 05/17/2012 |
| 03/15/2012 | 04/13/2012 |
| 09/02/2009 | 11/01/2009 |
| 01/25/2010 | 01/25/2010 |
| 01/25/2011 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |

| | | |
|---|---|---|
| | | ROAD |
| 215022 | MILFORD MANOR NURSING HOME | 4204 OLD MILFORD MILL ROAD |
| 215022 | MILFORD MANOR NURSING HOME | 4204 OLD MILFORD MILL ROAD |
| 215022 | MILFORD MANOR NURSING HOME | 4204 OLD MILFORD MILL ROAD |
| 215022 | MILFORD MANOR NURSING HOME | 4204 OLD MILFORD MILL ROAD |
| 215022 | MILFORD MANOR NURSING HOME | 4204 OLD MILFORD MILL ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21208 | 4104155700 |
| BALTIMORE | MD | 21208 | 4104155700 |
| BALTIMORE | MD | 21208 | 4104155700 |
| BALTIMORE | MD | 21208 | 4104155700 |
| BALTIMORE | MD | 21208 | 4104155700 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/03/2011 | 06/29/2011 |
| 05/03/2011 | 06/06/2011 |
| 02/28/2012 | 05/23/2012 |
| 02/28/2012 | 05/23/2012 |
| 02/28/2012 | 05/23/2012 |
| 02/18/2010 | 03/05/2010 |
| 08/24/2010 | 09/08/2010 |
| 08/24/2010 | 09/08/2010 |
| 08/24/2010 | 09/08/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| services. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/24/2010 | 09/08/2010 |
| 08/24/2010 | 09/08/2010 |
| 02/14/2011 | 03/27/2011 |
| 02/14/2011 | 03/27/2011 |
| 05/05/2011 | 06/18/2011 |
| 08/01/2012 | 09/30/2012 |
| 08/01/2012 | 09/30/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| and services to increase range of motion. | | |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215024 | HEARTLAND HEALTH CARE CENTER - HYATTSVILLE | 6500 RIGGS ROAD |
| 215025 | RANDOLPH HILLS NURSING HOME | 4011 RANDOLPH ROAD |
| 215025 | RANDOLPH HILLS NURSING HOME | 4011 RANDOLPH ROAD |
| 215025 | RANDOLPH HILLS NURSING HOME | 4011 RANDOLPH ROAD |
| 215025 | RANDOLPH HILLS NURSING HOME | 4011 RANDOLPH ROAD |
| 215025 | RANDOLPH HILLS NURSING HOME | 4011 RANDOLPH ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| HYATTSVILLE | MD | 20783 | 3015590300 |
| WHEATON | MD | 20902 | 3019332500 |
| WHEATON | MD | 20902 | 3019332500 |
| WHEATON | MD | 20902 | 3019332500 |
| WHEATON | MD | 20902 | 3019332500 |
| WHEATON | MD | 20902 | 3019332500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/01/2012 | 09/30/2012 |
| 08/01/2012 | 09/30/2012 |
| 08/01/2012 | 09/30/2012 |
| 02/24/2010 | 04/22/2010 |
| 04/13/2011 | 05/28/2011 |
| 04/13/2011 | 05/28/2011 |
| 04/13/2011 | 04/13/2011 |
| 04/13/2011 | 05/28/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 4 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215025 | RANDOLPH HILLS NURSING HOME | 4011 RANDOLPH ROAD |
| 215025 | RANDOLPH HILLS NURSING HOME | 4011 RANDOLPH ROAD |
| 215025 | RANDOLPH HILLS NURSING HOME | 4011 RANDOLPH ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WHEATON | MD | 20902 | 3019332500 |
| WHEATON | MD | 20902 | 3019332500 |
| WHEATON | MD | 20902 | 3019332500 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/04/2011 | 11/18/2011 |
| 10/04/2011 | 11/18/2011 |
| 10/04/2011 | 11/18/2011 |
| 12/14/2009 | 01/15/2010 |
| 12/14/2009 | 01/15/2010 |
| 03/05/2010 | 04/12/2010 |
| 04/22/2010 | 05/07/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/30/2010 | 10/14/2010 |
| 09/30/2010 | 10/14/2010 |
| 11/28/2011 | 12/30/2011 |
| 11/28/2011 | 12/22/2011 |
| 11/28/2011 | 12/20/2011 |
| 11/28/2011 | 12/23/2011 |
| 11/28/2011 | 12/30/2011 |
| 11/28/2011 | 12/30/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give the resident's representative the ability to exercise the resident's rights. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/28/2011 | 12/21/2011 |
| 11/28/2011 | 12/02/2011 |
| 11/28/2011 | 12/30/2011 |
| 11/28/2011 | 12/22/2011 |
| 11/28/2011 | 12/30/2011 |
| 02/22/2012 | 03/08/2012 |
| 02/22/2012 | 03/09/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 1 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Many | 1 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 1 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215026 | POTOMAC VALLEY NSG & WELLNESS | 1235 POTOMAC VALLEY ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3017620700 |
| ROCKVILLE | MD | 20850 | 3017620700 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/27/2012 | 04/20/2012 |
| 05/02/2012 | 05/18/2012 |
| 09/04/2009 | 10/20/2009 |
| 09/04/2009 | 10/20/2009 |
| 09/04/2009 | 10/20/2009 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| writing. | | |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 1 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Quickly tell the resident's doctor the results of lab tests. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Provide medically-related social services to help each resident achieve the highest possible quality of life. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 3 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Some | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Some | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| it is not possible to do so. | | |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Some | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 04/13/2010 | 06/07/2010 |
| 03/31/2011 | 05/15/2011 |
| 03/31/2011 | 05/15/2011 |
| 03/31/2011 | 05/15/2011 |
| 03/31/2011 | 05/15/2011 |
| 03/31/2011 | 05/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| professional standards. | | |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | Some | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215029 | MANOR CARE HEALTH SERVICES - CHEVY CHASE | 8700 JONES MILL ROAD |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| CHEVY CHASE | MD | 20815 | 3016578686 |
| BALTIMORE | MD | 21212 | 4104359073 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/31/2011 | 05/15/2011 |
| 03/31/2011 | 05/15/2011 |
| 03/31/2011 | 05/15/2011 |
| 02/09/2012 | 03/21/2012 |
| 02/09/2012 | 03/21/2012 |
| 07/31/2012 | 09/07/2012 |
| 08/13/2009 | 09/14/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| of care. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide routine and 24-hour emergency dental care for each resident. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/03/2011 | 03/30/2011 |
| 03/03/2011 | 03/30/2011 |
| 03/03/2011 | 03/30/2011 |
| 03/03/2011 | 03/30/2011 |
| 03/03/2011 | 03/30/2011 |
| 03/03/2011 | 03/30/2011 |
| 03/03/2011 | 03/30/2011 |
| 03/03/2011 | 03/30/2011 |
| 03/03/2011 | 03/30/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| meet professional standards. | | |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Provide food in a way that meets a resident's needs. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, | Few | 2 |

| | | |
|---|---|---|
| | | AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/03/2011 | 03/30/2011 |
| 03/03/2011 | 03/30/2011 |
| 03/03/2011 | 03/30/2011 |
| 07/12/2011 | 12/21/2011 |
| 07/12/2011 | 12/21/2011 |
| 04/10/2012 | 05/25/2012 |
| 07/19/2012 | 08/03/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| controls and keeps infection from spreading. | | |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Let each resident choose whether to manage his or her own money or deposit it with the nursing home. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215031 | LONG GREEN CENTER | 115 EAST MELROSE AVENUE |
| 215033 | LEVINDALE HEBREW GER CTR & HSP | 2434 W. BELVEDERE AVENUE |
| 215033 | LEVINDALE HEBREW GER CTR & HSP | 2434 W. BELVEDERE AVENUE |
| 215033 | LEVINDALE HEBREW GER CTR & HSP | 2434 W. BELVEDERE AVENUE |
| 215033 | LEVINDALE HEBREW GER CTR & HSP | 2434 W. BELVEDERE AVENUE |
| 215033 | LEVINDALE HEBREW GER CTR & HSP | 2434 W. BELVEDERE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21212 | 4104359073 |
| BALTIMORE | MD | 21215 | 4104668700 |
| BALTIMORE | MD | 21215 | 4104668700 |
| BALTIMORE | MD | 21215 | 4104668700 |
| BALTIMORE | MD | 21215 | 4104668700 |
| BALTIMORE | MD | 21215 | 4104668700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/19/2012 | 08/03/2012 |
| 07/19/2012 | 08/03/2012 |
| 08/23/2012 | 10/05/2012 |
| 01/26/2010 | 03/26/2010 |
| 04/07/2010 | 05/29/2010 |
| 06/23/2010 | 08/07/2010 |
| 06/23/2010 | 08/07/2010 |
| 03/01/2011 | 04/25/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| mistreatment of residents. | | |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Some | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| 1) Hire only people with no legal history | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | AVENUE |
| 215033 | LEVINDALE HEBREW GER CTR & HSP | 2434 W. BELVEDERE AVENUE |
| 215033 | LEVINDALE HEBREW GER CTR & HSP | 2434 W. BELVEDERE AVENUE |
| 215033 | LEVINDALE HEBREW GER CTR & HSP | 2434 W. BELVEDERE AVENUE |
| 215033 | LEVINDALE HEBREW GER CTR & HSP | 2434 W. BELVEDERE AVENUE |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21215 | 4104668700 |
| BALTIMORE | MD | 21215 | 4104668700 |
| BALTIMORE | MD | 21215 | 4104668700 |
| BALTIMORE | MD | 21215 | 4104668700 |
| BALTIMORE | MD | 21211 | 4102358860 |
| BALTIMORE | MD | 21211 | 4102358860 |
| BALTIMORE | MD | 21211 | 4102358860 |
| BALTIMORE | MD | 21211 | 4102358860 |
| BALTIMORE | MD | 21211 | 4102358860 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 03/01/2011 | 04/25/2011 |
| 05/20/2011 | 05/30/2011 |
| 05/20/2011 | 07/01/2011 |
| 05/20/2011 | 05/23/2011 |
| 08/19/2009 | 09/11/2009 |
| 08/25/2010 | Not Available |
| 03/15/2011 | Not Available |
| 01/23/2012 | Not Available |
| 01/23/2012 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Make sure that residents receive proper treatment and assistive devices to maintain their vision and hearing. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 1 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215037 | KESWICK MULTI-CARE CENTER | 700 WEST 40TH STREET |
| 215039 | CITIZENS CARE CENTER | 415 S. MARKET STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21211 | 4102358860 |
| BALTIMORE | MD | 21211 | 4102358860 |
| BALTIMORE | MD | 21211 | 4102358860 |
| BALTIMORE | MD | 21211 | 4102358860 |
| BALTIMORE | MD | 21211 | 4102358860 |
| BALTIMORE | MD | 21211 | 4102358860 |
| HAVRE DE GRACE | MD | 21078 | 4109395500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/24/2012 | 02/23/2012 |
| 01/24/2012 | 02/23/2012 |
| 04/26/2012 | 06/19/2012 |
| 04/26/2012 | 06/19/2012 |
| 07/27/2012 | 09/07/2012 |
| 07/27/2012 | 09/07/2012 |
| 08/17/2009 | 08/28/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| and clean way. | | |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215039 | CITIZENS CARE CENTER | 415 S. MARKET STREET |
| 215039 | CITIZENS CARE CENTER | 415 S. MARKET STREET |
| 215039 | CITIZENS CARE CENTER | 415 S. MARKET STREET |
| 215039 | CITIZENS CARE CENTER | 415 S. MARKET STREET |
| 215039 | CITIZENS CARE CENTER | 415 S. MARKET STREET |
| 215039 | CITIZENS CARE CENTER | 415 S. MARKET STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAVRE DE GRACE | MD | 21078 | 4109395500 |
| HAVRE DE GRACE | MD | 21078 | 4109395500 |
| HAVRE DE GRACE | MD | 21078 | 4109395500 |
| HAVRE DE GRACE | MD | 21078 | 4109395500 |
| HAVRE DE GRACE | MD | 21078 | 4109395500 |
| HAVRE DE GRACE | MD | 21078 | 4109395500 |
| HAVRE DE GRACE | MD | 21078 | 4109395500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/17/2009 | 08/28/2009 |
| 03/25/2011 | 04/09/2011 |
| 07/06/2011 | 08/04/2011 |
| 07/06/2011 | 08/04/2011 |
| 07/06/2011 | 08/04/2011 |
| 09/29/2011 | 11/04/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215039 | CITIZENS CARE CENTER | 415 S. MARKET STREET |
| 215039 | CITIZENS CARE CENTER | 415 S. MARKET STREET |
| 215039 | CITIZENS CARE CENTER | 415 S. MARKET STREET |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAVRE DE GRACE | MD | 21078 | 4109395500 |
| HAVRE DE GRACE | MD | 21078 | 4109395500 |
| HAVRE DE GRACE | MD | 21078 | 4109395500 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/29/2011 | 11/04/2011 |
| 09/29/2011 | 11/04/2011 |
| 09/29/2011 | 11/04/2011 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| about 1) which items and services Medicaid covers and which the resident must pay for. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Coordinate assessments with the pre-admission screening and resident review program for mentally-ill and mentally-retarded patients. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Have a program that investigates, controls and keeps infection from | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
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| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

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|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
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| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 10/23/2009 | 12/23/2009 |
| 12/30/2009 | Not Available |
| 01/21/2010 | 03/08/2010 |
| 03/04/2010 | 03/15/2010 |
| 05/13/2010 | 06/11/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| spreading. | | |
| Be administered in an acceptable way that maintains the well-being of each resident . | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 2 |
| 1) Review the work of each nurse aide every year; and 2) give regular in-service training based upon these reviews. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Honor all of the resident's rights as a | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/13/2010 | 06/11/2010 |
| 05/13/2010 | 06/11/2010 |
| 05/13/2010 | 06/11/2010 |
| 05/13/2010 | 06/11/2010 |
| 05/13/2010 | 06/11/2010 |
| 05/13/2010 | 06/11/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| resident of the nursing home, free of coercion and reprisal, and as a citizen or resident of the United States. | | |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Provide a tasty and well-balanced diet that meets the nutritional needs of each resident. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
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| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

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| KENSINGTON | MD | 20895 | 3019330060 |
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| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/13/2010 | 07/29/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 12/13/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide enough notice before discharging or transferring a resident. | Few | 2 |
| Tell the resident completely about his or her health status, care and treatments. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Some | 1 |
| Provide access to a telephone for resident to use in private. | Some | 1 |
| Determine if it is safe for the resident to self-administer drugs. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
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| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

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|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
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| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 1) Hire only people with 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. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Some | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Some | 1 |
| Provide medically-related social services to help each resident achieve the highest possible quality of life. | Few | 2 |
| Provide a safe, clean, comfortable and homelike environment. | Some | 2 |
| Provide housekeeping and maintenance services. | Some | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
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| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/13/2010 | 12/13/2010 |
| 10/13/2010 | 12/13/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 12/13/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Some | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
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| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

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|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
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| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 12/13/2010 |
| 10/13/2010 | 11/05/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Some | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
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| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

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|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
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| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 12/13/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 10/13/2010 | 11/05/2010 |
| 11/30/2010 | Not Available |
| 04/12/2011 | 12/13/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| safe, easy to use, clean and comfortable for residents, staff and the public. | | |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Give or get x-rays and other tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/12/2011 | 12/13/2010 |
| 04/12/2011 | 05/24/2011 |
| 08/18/2011 | 09/12/2011 |
| 08/18/2011 | 09/12/2011 |
| 08/18/2011 | 09/12/2011 |
| 08/18/2011 | 09/12/2011 |
| 08/18/2011 | 09/12/2011 |
| 08/18/2011 | 09/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Keep clinical records for 1) The length of time that is required by State law; or 2) Five years from the date of discharge when no requirement in State law. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Coordinate assessments with the pre-admission screening and resident | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/18/2011 | 09/12/2011 |
| 08/18/2011 | 09/12/2011 |
| 08/18/2011 | 09/12/2011 |
| 08/18/2011 | 09/12/2011 |
| 08/18/2011 | 09/12/2011 |
| 01/24/2012 | 02/10/2012 |
| 01/24/2012 | 02/09/2012 |
| 01/24/2012 | 02/10/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| admission screening and resident review program for mentally-ill and mentally-retarded patients. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Provide care for each resident in a way that keeps or builds the resident's quality of life. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 04/16/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| maintain the highest well being of each resident . | | |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |
| 03/26/2012 | 05/02/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| serious medication errors. | | |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 1 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Employ or obtain outside professional resources providing services in the nursing home that meet professional standards. | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Set up an ongoing quality assessment and assurance group to review quality | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215043 | KENSINGTON NURSING & REHABILITATION CENTER | 3000 MCCOMAS AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| KENSINGTON | MD | 20895 | 3019330060 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/16/2012 | 06/06/2012 |
| 08/15/2012 | 09/10/2012 |
| 08/15/2012 | 09/10/2012 |
| 09/12/2012 | Not Available |
| 09/12/2012 | Not Available |
| 07/22/2009 | 08/21/2009 |
| 05/04/2011 | 06/23/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| deficiencies quarterly, and develop corrective plans of action. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Provide medically-related social services to help each resident achieve the highest possible quality of life. | Some | 1 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/04/2011 | 06/23/2011 |
| 05/12/2011 | 06/23/2011 |
| 05/12/2011 | 06/23/2011 |
| 05/12/2011 | 06/23/2011 |
| 05/12/2011 | 06/23/2011 |
| 05/12/2011 | 06/23/2011 |
| 05/12/2011 | 06/23/2011 |
| 05/12/2011 | 06/23/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Many | 1 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Some | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/12/2011 | 06/23/2011 |
| 02/09/2012 | 02/23/2012 |
| 02/09/2012 | 02/23/2012 |
| 02/09/2012 | 02/23/2012 |
| 02/09/2012 | 02/23/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Keep all essential equipment working safely. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 2 |
| Post nurse staffing information/data on a daily basis. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215044 | ST. ELIZABETH REHAB. & NSG. CE | 3320 BENSON AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| BALTIMORE | MD | 21227 | 4106447100 |
| WHEATON | MD | 20902 | 3019422500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 06/05/2012 | 07/19/2012 |
| 09/11/2009 | 10/15/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Some | 2 |
| Put firmly secured handrails on each side of hallways. | Some | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/11/2009 | 10/15/2009 |
| 09/11/2009 | 10/15/2009 |
| 09/11/2009 | 10/15/2009 |
| 09/11/2009 | 10/15/2009 |
| 03/25/2010 | 04/04/2010 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| resident. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep each resident's personal and medical records private and confidential. | Some | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Some | 1 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| the appropriate party responsible after the resident's death. | | |
| Provide proof that all residents' personal money which is deposited with the nursing home, is secure. | Some | 1 |
| Limit the charges against the personal funds of a resident for items or services for which payment is made under Medicare or Medicaid. | Some | 1 |
| Let each resident choose a personal doctor. | Some | 1 |
| Notify the resident or provide reasons for a transfer or discharge. | Some | 2 |
| 1) Protect current or future residents from giving up their Medicaid or Medicare benefits; or 2) follow federal rules for admissions. | Some | 1 |
| Reasonably accommodate the needs and preferences of each resident. | Some | 2 |
| Provide activities to meet the interests and needs of each resident. | Few | 2 |
| Provide a safe, clean, comfortable and homelike environment. | Some | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Conduct initial and periodic | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| assessments of each resident's functional capacity. | | |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Coordinate assessments with the pre-admission screening and resident review program for mentally-ill and mentally-retarded patients. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215048 | MANOR CARE HEALTH SERVICES - WHEATON | 11901 GEORGIA AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| WHEATON | MD | 20902 | 3019422500 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 10/26/2011 | 12/07/2011 |
| 07/11/2012 | Not Available |
| 07/07/2009 | 08/05/2009 |
| 11/19/2009 | 01/01/2010 |
| 11/19/2009 | 01/01/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/19/2009 | 02/19/2010 |
| 11/19/2009 | 02/19/2010 |
| 11/19/2009 | 01/01/2010 |
| 11/19/2009 | 01/01/2010 |
| 11/19/2009 | 01/01/2010 |
| 11/19/2009 | 01/01/2010 |
| 11/19/2009 | 01/01/2010 |
| 11/19/2009 | 02/19/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 3 |
| Make sure that residents are safe from serious medication errors. | Some | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Some | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/19/2009 | 01/01/2010 |
| 11/19/2009 | 01/01/2010 |
| 11/19/2009 | 02/19/2010 |
| 07/30/2010 | 08/13/2010 |
| 07/30/2010 | 08/13/2010 |
| 01/19/2011 | 02/04/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| medication(s) and report any irregularities to the attending doctor. | | |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215052 | SPRINGBROOK CENTER | 12325 NEW HAMPSHIRE AVENUE |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| SILVER SPRING | MD | 20904 | 3016224600 |
| TOWSON | MD | 21286 | 4108289494 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/03/2012 | Not Available |
| 04/12/2012 | 05/26/2012 |
| 05/31/2012 | 07/14/2012 |
| 05/31/2012 | 07/14/2012 |
| 05/31/2012 | 07/14/2012 |
| 05/31/2012 | 07/14/2012 |
| 09/17/2009 | 11/01/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| resident. | | |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |

| | | | |
|---|---|---|---|
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |
| 09/17/2009 | 11/01/2009 |
| 09/30/2010 | 11/14/2010 |
| 09/30/2010 | 11/14/2010 |
| 09/30/2010 | 11/14/2010 |
| 09/30/2010 | 11/14/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide routine and 24-hour emergency dental care for each resident. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |

| | | | |
|---|---|---|---|
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/30/2010 | 11/14/2010 |
| 09/30/2010 | 11/14/2010 |
| 09/30/2010 | 11/14/2010 |
| 09/30/2010 | 11/14/2010 |
| 09/30/2010 | 11/14/2010 |
| 09/30/2010 | 11/14/2010 |
| 09/30/2010 | 11/14/2010 |
| 10/18/2010 | 11/30/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Make sure services provided by the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215054 | MANORCARE HEALTH SERVICES -TOWSON | 509 EAST JOPPA ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21286 | 4108289494 |
| TOWSON | MD | 21286 | 4108289494 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/10/2011 | 03/27/2011 |
| 02/10/2011 | 03/27/2011 |
| 07/23/2009 | 09/04/2009 |
| 07/23/2009 | 09/04/2009 |
| 07/23/2009 | 09/04/2009 |
| 07/23/2009 | 09/04/2009 |
| 07/23/2009 | 09/04/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| nursing facility meet professional standards of quality. | | |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/03/2009 | 02/11/2010 |
| 11/18/2011 | 01/01/2012 |
| 11/18/2011 | 01/01/2012 |
| 11/18/2011 | 01/01/2012 |
| 11/18/2011 | 01/01/2012 |
| 11/18/2011 | 01/01/2012 |
| 11/18/2011 | 01/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Keep each resident free from drugs that restrain them, unless needed for medical treatment. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215055 | GOLDEN LIVINGCENTER-CUMBERLAND | 512 WINIFRED ROAD |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CUMBERLAND | MD | 21502 | 3017246066 |
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/18/2011 | 01/01/2012 |
| 11/18/2011 | 01/01/2012 |
| 11/18/2011 | 01/01/2012 |
| 09/19/2012 | 10/19/2012 |
| 09/19/2012 | 10/19/2012 |
| 07/22/2009 | 08/07/2009 |
| 09/15/2009 | 10/23/2009 |
| 09/15/2009 | 10/23/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| drug/medication is managed and monitored to achieve highest well being. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Many | 1 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/01/2010 | 08/13/2010 |
| 07/01/2010 | 08/13/2010 |
| 07/01/2010 | 08/13/2010 |
| 07/01/2010 | 08/13/2010 |
| 05/18/2012 | 06/29/2012 |
| 05/18/2012 | 06/29/2012 |
| 05/18/2012 | 06/29/2012 |
| 05/18/2012 | 06/29/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Determine if it is safe for the resident to self-administer drugs. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215058 | ALICE BYRD TAWES NURSING HOME | 201 HALL HIGHWAY |
| 215059 | JOHNS HOPKINS BAYVIEW CARE CENTER | 5505 HOPKINS BAYVIEW CIRCLE |
| 215059 | JOHNS HOPKINS BAYVIEW CARE CENTER | 5505 HOPKINS BAYVIEW CIRCLE |
| 215059 | JOHNS HOPKINS BAYVIEW CARE CENTER | 5505 HOPKINS BAYVIEW CIRCLE |
| 215059 | JOHNS HOPKINS BAYVIEW CARE CENTER | 5505 HOPKINS BAYVIEW CIRCLE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |
| CRISFIELD | MD | 21817 | 4109681200 |
| BALTIMORE | MD | 21224 | 4105500756 |
| BALTIMORE | MD | 21224 | 4105500756 |
| BALTIMORE | MD | 21224 | 4105500756 |
| BALTIMORE | MD | 21224 | 4105500756 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/18/2012 | 06/29/2012 |
| 05/18/2012 | 06/29/2012 |
| 05/18/2012 | 06/29/2012 |
| 03/01/2010 | 03/27/2010 |
| 03/01/2010 | 03/27/2010 |
| 03/01/2010 | 03/27/2010 |
| 03/01/2010 | 03/27/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Some | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 3 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215059 | JOHNS HOPKINS BAYVIEW CARE CENTER | 5505 HOPKINS BAYVIEW CIRCLE |
| 215059 | JOHNS HOPKINS BAYVIEW CARE CENTER | 5505 HOPKINS BAYVIEW CIRCLE |
| 215059 | JOHNS HOPKINS BAYVIEW CARE CENTER | 5505 HOPKINS BAYVIEW CIRCLE |
| 215059 | JOHNS HOPKINS BAYVIEW CARE CENTER | 5505 HOPKINS BAYVIEW CIRCLE |
| 215059 | JOHNS HOPKINS BAYVIEW CARE CENTER | 5505 HOPKINS BAYVIEW CIRCLE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21224 | 4105500756 |
| BALTIMORE | MD | 21224 | 4105500756 |
| BALTIMORE | MD | 21224 | 4105500756 |
| BALTIMORE | MD | 21224 | 4105500756 |
| BALTIMORE | MD | 21224 | 4105500756 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/19/2011 | Not Available |
| 01/13/2012 | 02/22/2012 |
| 01/13/2012 | 02/22/2012 |
| 01/13/2012 | 02/22/2012 |
| 01/13/2012 | 02/22/2012 |
| 08/28/2009 | 09/22/2009 |
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Review or revise the resident's care plan after any major change in a resident's | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| after any major change in a resident's physical or mental health. | | |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |
| 05/13/2010 | 06/30/2010 |
| 07/20/2010 | 08/30/2010 |
| 01/10/2011 | 02/22/2011 |
| 01/10/2011 | 02/22/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | | |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Some | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/10/2011 | 02/22/2011 |
| 01/10/2011 | 02/22/2011 |
| 01/10/2011 | 02/22/2011 |
| 11/14/2011 | 12/09/2011 |
| 11/14/2011 | 12/09/2011 |
| 02/27/2012 | 05/10/2012 |
| 02/27/2012 | 05/30/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Keep clinical record information safe, so that it will not be lost, destroyed or used by the wrong person. | Some | 2 |
| Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215060 | WOODSIDE CENTER | 9101 SECOND AVENUE |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| SILVER SPRING | MD | 20910 | 3015885544 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/27/2012 | 05/10/2012 |
| 02/27/2012 | 05/10/2012 |
| 02/27/2012 | 05/10/2012 |
| 02/27/2012 | 05/10/2012 |
| 04/10/2012 | 04/30/2012 |
| 08/14/2009 | 10/14/2009 |
| 08/14/2009 | 10/14/2009 |
| 08/14/2009 | 10/14/2009 |
| 08/14/2009 | 10/14/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Tell the attending physician the results of x-rays and other tests, in a timely manner. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Few | 2 |
| Provide a safe, clean, comfortable and homelike environment. | Some | 2 |
| Provide adequate and comfortable lighting levels in all areas. | Some | 2 |
| Conduct initial and periodic | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/14/2009 | 10/14/2009 |
| 08/14/2009 | 10/14/2009 |
| 01/11/2010 | 02/01/2010 |
| 01/11/2010 | 02/10/2010 |
| 01/11/2010 | 02/01/2010 |
| 07/15/2011 | 05/24/2011 |
| 09/30/2011 | 11/18/2011 |
| 09/30/2011 | 11/18/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| assessments of each resident's functional capacity. | | |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Give or get specialized rehabilitative services per the patient's assessment or plan of care. | Few | 2 |
| Employ or obtain outside professional resources providing services in the nursing home that meet professional standards. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 3 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215064 | HEARTLAND HEALTH CARE CENTER - ADELPHI | 1801 METZEROTT ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| ADELPHI | MD | 20783 | 3014340500 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/30/2011 | 11/18/2011 |
| 09/30/2011 | 11/18/2011 |
| 05/24/2012 | 07/20/2012 |
| 05/24/2012 | 07/20/2012 |
| 05/24/2012 | 07/20/2012 |
| 06/13/2012 | 07/26/2012 |
| 04/27/2010 | Not Available |
| 10/12/2010 | 10/29/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Few | 2 |
| Give the resident's representative the ability to exercise the resident's rights. | Few | 2 |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/14/2010 | 12/31/2010 |
| 12/14/2010 | 12/31/2010 |
| 01/20/2011 | 02/14/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| free from accident hazards and risks and provides supervision to prevent avoidable accidents. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 1 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Some | 1 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Some | 2 |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| medical records private and confidential. | | |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Some | 1 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Provide activities to meet the interests and needs of each resident. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| and services to increase range of motion. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Some | 1 |
| Provide special eating equipment and utensils for each resident who needs them. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Give or get specialized rehabilitative services per the patient's assessment or plan of care. | Some | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Have enough backup water supply for essential areas of the nursing home. | Many | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/31/2011 | 05/23/2011 |
| 03/31/2011 | 05/23/2011 |
| 10/04/2011 | 11/01/2011 |
| 10/04/2011 | 11/01/2011 |
| 10/04/2011 | 11/01/2011 |
| 10/04/2011 | 11/01/2011 |
| 03/06/2012 | 03/15/2012 |
| 03/06/2012 | 03/15/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 1 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Some | 1 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215065 | BEL PRE HEALTH & REHABILITATION CENTER | 2601 BEL PRE ROAD |
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SILVER SPRING | MD | 20906 | 3015986000 |
| SALISBURY | MD | 21804 | 4107491466 |
| SALISBURY | MD | 21804 | 4107491466 |
| SALISBURY | MD | 21804 | 4107491466 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/06/2012 | 03/15/2012 |
| 03/06/2012 | 03/14/2012 |
| 03/06/2012 | 03/08/2012 |
| 03/06/2012 | 03/29/2012 |
| 06/07/2012 | 07/08/2012 |
| 10/08/2009 | 11/02/2009 |
| 09/09/2010 | 10/01/2010 |
| 01/07/2011 | 02/20/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| Train all employees on what to do in an emergency, and carry out announced staff drills. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SALISBURY | MD | 21804 | 4107491466 |
| SALISBURY | MD | 21804 | 4107491466 |
| SALISBURY | MD | 21804 | 4107491466 |
| SALISBURY | MD | 21804 | 4107491466 |
| SALISBURY | MD | 21804 | 4107491466 |
| SALISBURY | MD | 21804 | 4107491466 |
| SALISBURY | MD | 21804 | 4107491466 |
| SALISBURY | MD | 21804 | 4107491466 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/07/2011 | 02/20/2011 |
| 05/24/2012 | 08/15/2012 |
| 05/24/2012 | 08/15/2012 |
| 05/24/2012 | 08/15/2012 |
| 05/24/2012 | 08/15/2012 |
| 05/24/2012 | 08/15/2012 |
| 05/24/2012 | 08/15/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| mistreatment of residents. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215067 | SALISBURY CENTER | 200 CIVIC AVENUE |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SALISBURY | MD | 21804 | 4107491466 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/24/2012 | 08/15/2012 |
| 08/05/2009 | Not Available |
| 09/22/2009 | 10/23/2009 |
| 09/22/2009 | 10/23/2009 |
| 09/22/2009 | 10/23/2009 |
| 09/22/2009 | 10/23/2009 |
| 09/22/2009 | 10/23/2009 |
| 09/22/2009 | 10/23/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| Dispose of garbage and refuse properly. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 1 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/22/2009 | 10/23/2009 |
| 09/22/2009 | 10/23/2009 |
| 12/09/2009 | 01/04/2010 |
| 02/24/2010 | Not Available |
| 02/24/2010 | Not Available |
| 02/24/2010 | Not Available |
| 02/24/2010 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/24/2010 | Not Available |
| 02/24/2010 | Not Available |
| 02/24/2010 | Not Available |
| 02/24/2010 | Not Available |
| 02/24/2010 | Not Available |
| 02/24/2010 | Not Available |
| 06/25/2010 | 07/30/2010 |
| 08/11/2010 | 09/20/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 08/11/2010 | 09/20/2010 |
| 08/11/2010 | 09/20/2010 |
| 08/11/2010 | 09/20/2010 |
| 08/11/2010 | 09/20/2010 |
| 12/28/2010 | 02/01/2011 |
| 12/28/2010 | 02/01/2011 |
| 12/28/2010 | 02/01/2011 |
| 12/28/2010 | 02/01/2011 |
| 12/28/2010 | 02/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| timetables and actions that can be measured. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/28/2010 | 02/01/2011 |
| 12/28/2010 | 02/01/2011 |
| 12/28/2010 | 02/01/2011 |
| 12/28/2010 | 02/01/2011 |
| 03/01/2011 | 03/25/2011 |
| 03/01/2011 | 03/25/2011 |
| 03/01/2011 | 03/25/2011 |
| 04/21/2011 | 07/05/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| nutritional and well balanced diet, unless it is not possible to do so. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Some | 2 |
| Hire sufficient dietary support personnel. | Some | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Some | 2 |
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Make sure that a doctor approves a resident's admission in writing and that | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 04/21/2011 | 07/05/2011 |
| 10/12/2011 | 11/23/2011 |
| 10/12/2011 | 11/23/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| each resident remains under the care of a doctor. | | |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Make sure medically necessary lab services/tests are ordered by the attending physician. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/12/2011 | 11/23/2011 |
| 10/12/2011 | 11/23/2011 |
| 02/01/2012 | 03/05/2012 |
| 02/01/2012 | 03/05/2012 |
| 02/01/2012 | 03/05/2012 |
| 02/01/2012 | 03/05/2012 |
| 02/01/2012 | 03/05/2012 |
| 02/01/2012 | 03/05/2012 |
| 04/27/2012 | 05/28/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215069 | MANORCARE HEALTH SERVICES - DULANEY | 111 WEST ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| TOWSON | MD | 21204 | 4108286500 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/27/2012 | 05/28/2012 |
| 04/27/2012 | 05/28/2012 |
| 04/27/2012 | 05/28/2012 |
| 04/27/2012 | 05/28/2012 |
| 08/12/2009 | 09/25/2009 |
| 08/12/2009 | 09/25/2009 |
| 08/12/2009 | 09/25/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/07/2009 | 12/17/2009 |
| 12/04/2009 | Not Available |
| 12/04/2009 | Not Available |
| 12/04/2009 | Not Available |
| 12/04/2009 | Not Available |
| 12/04/2009 | Not Available |
| 12/04/2009 | Not Available |
| 12/04/2009 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| 1) Hire only people with 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. | Some | 1 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Some | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Some | 1 |
| Operate and provide services according to Federal, State, and local laws and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/04/2009 | Not Available |
| 12/04/2009 | Not Available |
| 01/21/2010 | 03/08/2010 |
| 11/18/2010 | 12/31/2010 |
| 11/18/2010 | 12/31/2010 |
| 11/18/2010 | 12/31/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| to Federal, State, and local laws and professional standards. | | |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |
| Honor all of the resident's rights as a resident of the nursing home, free of coercion and reprisal, and as a citizen or resident of the United States. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/18/2010 | 12/31/2010 |
| 11/18/2010 | 12/31/2010 |
| 11/18/2010 | 12/31/2010 |
| 11/18/2010 | 12/31/2010 |
| 11/18/2010 | 12/31/2010 |
| 11/18/2010 | 12/31/2010 |
| 06/13/2011 | 07/28/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| mistreatment of residents. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/13/2011 | 07/28/2011 |
| 06/13/2011 | 07/28/2011 |
| 07/15/2011 | 09/09/2011 |
| 07/15/2011 | 09/09/2011 |
| 07/15/2011 | 09/09/2011 |
| 07/15/2011 | 09/09/2011 |
| 10/05/2011 | 12/06/2011 |
| 10/05/2011 | 12/06/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide proper discharge planning and communication, of the resident's health status and summary of the resident's stay. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Give the resident the right to receive visitors. | Some | 1 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215071 | HEBREW HOME OF GREATER WASHINGTON | 6121 MONTROSE ROAD |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| ROCKVILLE | MD | 20852 | 3018810300 |
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/05/2011 | 10/05/2011 |
| 12/21/2011 | 02/21/2012 |
| 09/06/2012 | 10/04/2012 |
| 08/18/2009 | 09/14/2009 |
| 08/19/2010 | 09/20/2010 |
| 08/23/2010 | 10/01/2010 |
| 08/23/2010 | 10/01/2010 |
| 08/23/2010 | 10/01/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Notify the resident or provide reasons for a transfer or discharge. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |
| 215073 | THE LIONS CENTER FOR REHAB AND EXT CARE | 901 SETON DRIVE EXTENSION |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |
| CUMBERLAND | MD | 21502 | 3017226272 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/23/2010 | 10/01/2010 |
| 10/20/2011 | 01/01/2012 |
| 10/20/2011 | 01/01/2012 |
| 10/20/2011 | 01/01/2012 |
| 10/20/2011 | 01/01/2012 |
| 10/20/2011 | 01/01/2012 |
| 10/20/2011 | 01/01/2012 |
| 03/20/2012 | 04/16/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| resident . | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/08/2010 | 05/26/2010 |
| 12/29/2010 | 01/20/2011 |
| 12/29/2010 | 01/17/2011 |
| 12/29/2010 | 01/21/2011 |
| 12/29/2010 | 01/17/2011 |
| 12/29/2010 | 01/21/2011 |
| 12/29/2010 | 01/31/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| and respect of individuality. | | |
| 1) Hire only people with 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. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |
| 215074 | HOMEWOOD CENTER | 6000 BELLONA AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |
| BALTIMORE | MD | 21212 | 4103234223 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/22/2011 | 09/28/2011 |
| 08/22/2011 | 09/28/2011 |
| 11/14/2011 | 11/14/2011 |
| 11/14/2011 | 12/01/2011 |
| 11/14/2011 | 12/15/2011 |
| 11/14/2011 | 12/15/2011 |
| 11/14/2011 | 11/14/2011 |
| 07/06/2012 | 09/12/2012 |
| 07/18/2012 | 09/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| Provide enough notice before discharging or transferring a resident. | Few | 2 |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Few | 2 |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Provide a safe, clean, comfortable and homelike environment. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Make sure that residents with reduced range of motion get proper treatment | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/03/2009 | 08/05/2009 |
| 07/30/2009 | 08/09/2009 |
| 07/30/2009 | 08/09/2009 |
| 01/15/2010 | Not Available |
| 01/15/2010 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| range of motion get proper treatment and services to increase range of motion. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Quickly tell the resident's doctor the results of lab tests. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/15/2010 | Not Available |
| 02/26/2010 | 03/17/2010 |
| 04/27/2010 | 05/26/2010 |
| 04/27/2010 | 05/26/2010 |
| 04/27/2010 | 05/26/2010 |
| 05/27/2010 | 06/11/2010 |
| 10/14/2010 | 11/23/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/14/2010 | 11/23/2010 |
| 10/14/2010 | 11/23/2010 |
| 12/14/2010 | 01/24/2011 |
| 02/24/2011 | 04/13/2011 |
| 02/24/2011 | 04/13/2011 |
| 02/24/2011 | 04/13/2011 |
| 02/24/2011 | 04/13/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215077 | MANORCARE HEALTH SERVICES - RUXTON | 7001 CHARLES STREET |
| 215081 | PERRING PARKWAY CENTER | 1801 WENTWORTH ROAD |
| 215081 | PERRING PARKWAY CENTER | 1801 WENTWORTH ROAD |
| 215081 | PERRING PARKWAY CENTER | 1801 WENTWORTH ROAD |
| 215081 | PERRING PARKWAY CENTER | 1801 WENTWORTH ROAD |
| 215081 | PERRING PARKWAY CENTER | 1801 WENTWORTH ROAD |
| 215081 | PERRING PARKWAY CENTER | 1801 WENTWORTH ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| TOWSON | MD | 21204 | 4108219600 |
| BALTIMORE | MD | 21234 | 4106615717 |
| BALTIMORE | MD | 21234 | 4106615717 |
| BALTIMORE | MD | 21234 | 4106615717 |
| BALTIMORE | MD | 21234 | 4106615717 |
| BALTIMORE | MD | 21234 | 4106615717 |
| BALTIMORE | MD | 21234 | 4106615717 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/24/2011 | 04/13/2011 |
| 02/24/2011 | 04/13/2011 |
| 07/13/2011 | 08/26/2011 |
| 12/09/2009 | 12/21/2009 |
| 06/29/2010 | 08/13/2010 |
| 06/29/2010 | 08/13/2010 |
| 10/24/2011 | 11/28/2011 |
| 12/01/2011 | 12/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Some | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| 1) Hire only people with 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. | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215081 | PERRING PARKWAY CENTER | 1801 WENTWORTH ROAD |
| 215081 | PERRING PARKWAY CENTER | 1801 WENTWORTH ROAD |
| 215081 | PERRING PARKWAY CENTER | 1801 WENTWORTH ROAD |
| 215082 | ENVOY OF PIKESVILLE | 7 SUDBROOK LANE |
| 215082 | ENVOY OF PIKESVILLE | 7 SUDBROOK LANE |
| 215082 | ENVOY OF PIKESVILLE | 7 SUDBROOK LANE |
| 215082 | ENVOY OF PIKESVILLE | 7 SUDBROOK LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21234 | 4106615717 |
| BALTIMORE | MD | 21234 | 4106615717 |
| BALTIMORE | MD | 21234 | 4106615717 |
| PIKESVILLE | MD | 21208 | 4104868771 |
| PIKESVILLE | MD | 21208 | 4104868771 |
| PIKESVILLE | MD | 21208 | 4104868771 |
| PIKESVILLE | MD | 21208 | 4104868771 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/01/2012 | 04/13/2012 |
| 03/01/2012 | 04/13/2012 |
| 05/10/2012 | 06/14/2012 |
| 09/10/2010 | 09/10/2010 |
| 09/10/2010 | 10/27/2010 |
| 09/10/2010 | 10/27/2010 |
| 09/10/2010 | 10/27/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| mistreatment of residents. | | |
| Provide housekeeping and maintenance services. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 4 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Provide routine and 24-hour emergency dental care for each resident. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215082 | ENVOY OF PIKESVILLE | 7 SUDBROOK LANE |
| 215082 | ENVOY OF PIKESVILLE | 7 SUDBROOK LANE |
| 215082 | ENVOY OF PIKESVILLE | 7 SUDBROOK LANE |
| 215082 | ENVOY OF PIKESVILLE | 7 SUDBROOK LANE |
| 215082 | ENVOY OF PIKESVILLE | 7 SUDBROOK LANE |
| 215083 | CAROLINE NURSING HOME | 520 KERR AVENUE |
| 215083 | CAROLINE NURSING HOME | 520 KERR AVENUE |
| 215083 | CAROLINE NURSING HOME | 520 KERR AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| PIKESVILLE | MD | 21208 | 4104868771 |
| PIKESVILLE | MD | 21208 | 4104868771 |
| PIKESVILLE | MD | 21208 | 4104868771 |
| PIKESVILLE | MD | 21208 | 4104868771 |
| PIKESVILLE | MD | 21208 | 4104868771 |
| DENTON | MD | 21629 | 4104792130 |
| DENTON | MD | 21629 | 4104792130 |
| DENTON | MD | 21629 | 4104792130 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/10/2010 | 10/27/2010 |
| 06/26/2012 | 07/19/2012 |
| 06/26/2012 | 07/19/2012 |
| 06/26/2012 | 07/19/2012 |
| 06/26/2012 | 07/19/2012 |
| 12/21/2009 | 02/22/2010 |
| 12/21/2009 | 02/22/2010 |
| 11/05/2010 | 12/07/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215083 | CAROLINE NURSING HOME | 520 KERR AVENUE |
| 215083 | CAROLINE NURSING HOME | 520 KERR AVENUE |
| 215083 | CAROLINE NURSING HOME | 520 KERR AVENUE |
| 215083 | CAROLINE NURSING HOME | 520 KERR AVENUE |
| 215083 | CAROLINE NURSING HOME | 520 KERR AVENUE |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| DENTON | MD | 21629 | 4104792130 |
| DENTON | MD | 21629 | 4104792130 |
| DENTON | MD | 21629 | 4104792130 |
| DENTON | MD | 21629 | 4104792130 |
| DENTON | MD | 21629 | 4104792130 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/26/2011 | 09/01/2011 |
| 11/22/2011 | Not Available |
| 06/21/2012 | 07/09/2012 |
| 06/21/2012 | 07/09/2012 |
| 09/21/2012 | 10/12/2012 |
| 12/16/2009 | 02/16/2010 |
| 12/16/2009 | 02/16/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Give or get specialized rehabilitative services per the patient's assessment or plan of care. | Few | 2 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Some | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/16/2009 | 02/16/2010 |
| 12/16/2009 | 02/16/2010 |
| 12/16/2009 | 02/16/2010 |
| 12/16/2009 | 02/16/2010 |
| 12/16/2009 | 02/16/2010 |
| 12/16/2009 | 02/16/2010 |
| 12/16/2009 | 02/16/2010 |
| 12/16/2009 | 02/16/2010 |
| 08/16/2010 | 09/21/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Provide routine and 24-hour emergency dental care for each resident. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/16/2010 | 09/21/2010 |
| 08/16/2010 | 09/21/2010 |
| 08/16/2010 | 09/21/2010 |
| 08/16/2010 | 09/21/2010 |
| 08/16/2010 | 09/21/2010 |
| 08/16/2010 | 09/21/2010 |
| 08/16/2010 | 09/21/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | | |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Make sure that doctors visit residents regularly, as required. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Employ or obtain outside professional resources providing services in the nursing home that meet professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/08/2011 | 04/15/2011 |
| 03/08/2011 | 04/22/2011 |
| 03/08/2011 | 04/22/2011 |
| 03/08/2011 | 04/22/2011 |
| 03/08/2011 | 04/22/2011 |
| 03/08/2011 | 04/22/2011 |
| 03/08/2011 | 04/22/2011 |
| 03/08/2011 | 04/22/2011 |
| 03/08/2011 | 04/22/2011 |
| 03/08/2011 | 04/22/2011 |
| 04/25/2011 | 04/25/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| meet professional standards. | | |
| Provide housekeeping and maintenance services. | Many | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Dispose of garbage and refuse properly. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Put firmly secured handrails on each side of hallways. | Few | 2 |
| Immediately tell the resident, the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/25/2011 | 04/25/2011 |
| 04/25/2011 | 04/25/2011 |
| 04/25/2011 | 04/25/2011 |
| 04/25/2011 | 04/25/2011 |
| 04/25/2011 | 04/25/2011 |
| 04/25/2011 | 04/27/2011 |
| 04/18/2012 | 05/17/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215084 | RANDALLSTOWN CENTER | 9109 LIBERTY ROAD |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| RANDALLSTOWN | MD | 21133 | 4106557373 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/18/2012 | 05/17/2012 |
| 04/18/2012 | 05/17/2012 |
| 04/18/2012 | 05/17/2012 |
| 04/18/2012 | 05/17/2012 |
| 04/18/2012 | 05/17/2012 |
| 07/30/2009 | 08/28/2009 |
| 07/30/2009 | 08/28/2009 |
| 07/30/2009 | 08/28/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| residents or theft of resident property. | | |
| Provide housekeeping and maintenance services. | Many | 1 |
| Provide adequate and comfortable lighting levels in all areas. | Many | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Have a program that investigates, controls and keeps infection from | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/30/2009 | 08/28/2009 |
| 11/11/2009 | 12/15/2009 |
| 11/11/2009 | 12/30/2009 |
| 11/11/2009 | 12/30/2009 |
| 11/11/2009 | 12/30/2009 |
| 07/21/2010 | 09/04/2010 |
| 07/21/2010 | 09/04/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| spreading. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Provide care for residents in a way that | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/21/2010 | 09/04/2010 |
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| keeps or builds each resident's dignity and respect of individuality. | | |
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have a program that investigates, controls and keeps infection from | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21229 | 4105251544 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |
| 09/02/2010 | 10/12/2010 |
| 02/02/2011 | 03/01/2011 |
| 02/02/2011 | 03/01/2011 |
| 02/02/2011 | 03/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| controls and keeps infection from spreading. | | |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Few | 3 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215085 | CATON MANOR | 3330 WILKENS AVENUE |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4105251544 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/31/2011 | Not Available |
| 09/14/2009 | 10/27/2009 |
| 03/28/2011 | 05/11/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| prevent new bed (pressure) sores or heal existing bed sores. | | |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide food in a way that meets a resident's needs. | Some | 2 |
| 1) Provide 3 meals at regular times; 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Keep all essential equipment working safely. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215087 | HAMILTON CENTER | 6040 HARFORD ROAD |
| 215088 | HAMMONDS LANE CENTER | 613 HAMMONDS LANE |
| 215088 | HAMMONDS LANE CENTER | 613 HAMMONDS LANE |
| 215088 | HAMMONDS LANE CENTER | 613 HAMMONDS LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BALTIMORE | MD | 21214 | 4104268855 |
| BROOKLYN PARK | MD | 21225 | 4106363400 |
| BROOKLYN PARK | MD | 21225 | 4106363400 |
| BROOKLYN PARK | MD | 21225 | 4106363400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 11/03/2011 | 12/15/2011 |
| 12/22/2011 | 02/10/2012 |
| 06/01/2012 | 06/25/2012 |
| 08/25/2010 | 09/30/2010 |
| 01/04/2012 | 01/23/2012 |
| 01/04/2012 | 01/23/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| safely. | | |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215088 | HAMMONDS LANE CENTER | 613 HAMMONDS LANE |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BROOKLYN PARK | MD | 21225 | 4106363400 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 02/06/2012 | 02/29/2012 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| the resident's death. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Provide activities to meet the interests and needs of each resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Assist those residents who need total help with eating/drinking, grooming and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| personal and oral hygiene. | | |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/27/2009 | 08/28/2009 |
| 08/03/2010 | 09/16/2010 |
| 08/03/2010 | 09/16/2010 |
| 08/03/2010 | 09/16/2010 |
| 08/03/2010 | 09/16/2010 |
| 08/03/2010 | 09/16/2010 |
| 08/03/2010 | 09/16/2010 |
| 08/03/2010 | 09/16/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/03/2010 | 09/16/2010 |
| 10/25/2010 | 12/02/2010 |
| 06/20/2011 | 07/08/2011 |
| 02/15/2012 | 03/07/2012 |
| 02/15/2012 | 03/07/2012 |
| 06/14/2012 | 07/25/2012 |
| 06/14/2012 | 07/25/2012 |
| 06/14/2012 | 07/25/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215090 | LOCH RAVEN CENTER | 8720 EMGE ROAD |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| BALTIMORE | MD | 21234 | 4106681961 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/14/2012 | 07/25/2012 |
| 06/14/2012 | 07/25/2012 |
| 06/14/2012 | 07/25/2012 |
| 06/14/2012 | 07/25/2012 |
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| nursing facility meet professional standards of quality. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| maintain the highest well being of each resident . | | |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |
| 01/11/2010 | 03/22/2010 |
| 07/12/2010 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/10/2011 | 04/22/2011 |
| 03/10/2011 | 04/22/2011 |
| 03/10/2011 | 04/22/2011 |
| 03/10/2011 | 04/22/2011 |
| 03/10/2011 | 04/22/2011 |
| 03/10/2011 | 04/22/2011 |
| 03/10/2011 | 04/22/2011 |
| 03/10/2011 | 04/22/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Prevent a loss in range of motion among residents who entered the nursing home with a full range of motion unless it was unavoidable. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/10/2011 | 04/22/2011 |
| 03/10/2011 | 04/22/2011 |
| 06/22/2011 | 07/15/2011 |
| 11/15/2011 | 12/16/2011 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Post nurse staffing information/data on a daily basis. | Some | 1 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| in the planning or revision of the resident's care plan. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Some | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215092 | COLLINGSWOOD NSG. & REHAB. CEN | 299 HURLEY AVENUE |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| ROCKVILLE | MD | 20850 | 3017628900 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 03/08/2012 | 04/20/2012 |
| 07/17/2009 | 08/31/2009 |
| 07/17/2009 | 08/31/2009 |
| 07/17/2009 | 08/31/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Train all employees on what to do in an emergency, and carry out announced staff drills. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/17/2009 | 08/31/2009 |
| 08/12/2009 | 09/30/2009 |
| 08/12/2009 | 09/30/2009 |
| 08/26/2009 | 09/30/2009 |
| 12/10/2009 | 01/20/2010 |
| 01/22/2010 | 02/05/2010 |
| 06/07/2010 | 06/30/2010 |
| 06/07/2010 | 06/30/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| every day and in emergencies, by a licensed pharmacist. | | |
| Quickly tell the resident's doctor the results of lab tests. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/07/2010 | 06/30/2010 |
| 09/24/2010 | 10/29/2010 |
| 09/24/2010 | 10/29/2010 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| it is not possible to do so. | | |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/11/2011 | 11/23/2011 |
| 04/12/2012 | 05/16/2012 |
| 04/12/2012 | 05/16/2012 |
| 04/12/2012 | 05/16/2012 |
| 04/12/2012 | 05/16/2012 |
| 04/12/2012 | 05/16/2012 |
| 04/12/2012 | 05/16/2012 |
| 04/12/2012 | 05/16/2012 |
| 04/12/2012 | 05/16/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| for residents, staff and the public. | | |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Honor all of the resident's rights as a resident of the nursing home, free of coercion and reprisal, and as a citizen or resident of the United States. | Few | 2 |
| Notify the resident or provide reasons for a transfer or discharge. | Few | 2 |
| Provide enough notice before discharging or transferring a resident. | Few | 2 |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 3 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |
| WESTMINSTER | MD | 21157 | 4108480700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 04/12/2012 | 05/16/2012 |
| 04/12/2012 | 05/16/2012 |
| 08/07/2012 | 10/01/2012 |
| 08/07/2012 | 10/01/2012 |
| 08/07/2012 | 10/01/2012 |
| 08/07/2012 | 10/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| urinary tract infections and restore normal bladder function. | | |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that all needed doctor visits are made personally by a doctor, as required. After initial doctor visit, care may be alternated by a physician assistant (PA) or nurse practitioner (NP). | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | BOULEVARD |
| 215094 | GOLDEN LIVINGCENTER- WESTMINSTER | 1234 WASHINGTON BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WESTMINSTER | MD | 21157 | 4108480700 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/07/2012 | 10/01/2012 |
| 08/03/2009 | 10/07/2009 |
| 08/03/2009 | 10/07/2009 |
| 08/03/2009 | 10/07/2009 |
| 09/03/2009 | 10/30/2009 |
| 09/03/2009 | 10/30/2009 |
| 10/05/2009 | 12/01/2009 |
| 01/28/2010 | 03/12/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/28/2010 | 03/12/2010 |
| 01/28/2010 | 03/12/2010 |
| 01/28/2010 | 03/12/2010 |
| 01/28/2010 | 03/12/2010 |
| 01/28/2010 | 03/12/2010 |
| 01/28/2010 | 03/12/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Listen to the resident or family groups or act on their complaints or suggestions. | Many | 1 |
| Provide a safe, clean, comfortable and homelike environment. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 01/28/2010 | 03/12/2010 |
| 01/28/2010 | 03/12/2010 |
| 01/28/2010 | 03/12/2010 |
| 01/28/2010 | 03/12/2010 |
| 01/28/2010 | 03/12/2010 |
| 04/26/2010 | Not Available |
| 09/22/2010 | 10/14/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| prostheses. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Some | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Let the resident or the resident's legal representative the right to access or purchase copies of all records. | Some | 1 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/01/2010 | Not Available |
| 11/01/2010 | Not Available |
| 01/21/2011 | 01/21/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| about 1) which items and services Medicaid covers and which the resident must pay for. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Let the resident or the resident's legal representative the right to access or purchase copies of all records. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Keep each resident's personal and medical records private and confidential. | Some | 1 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Conduct initial and periodic assessments of each resident's | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| assessments of each resident's functional capacity. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Some | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |
| 02/28/2011 | 04/22/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| nutritional and well balanced diet, unless it is not possible to do so. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| 1) Ensure lab services, blood blanks and transfusion services provided on site meet requirements for certified laboratories; or 2) Have an agreement to obtain services from an offsite laboratory, that meets the same | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/28/2011 | 04/22/2011 |
| 05/24/2011 | 07/08/2011 |
| 05/24/2011 | 07/08/2011 |
| 10/24/2011 | 04/22/2011 |
| 10/24/2011 | 10/24/2011 |
| 10/31/2011 | 12/07/2011 |
| 01/19/2012 | 02/27/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| laboratory, that meets the same requirements. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| (injury/decline/room, etc.) that affect the resident. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215095 | MANORCARE HEALTH SERVICES - BETHESDA | 6530 DEMOCRACY BOULEVARD |
| 215096 | MULTI-MEDICAL CENTER | 7700 YORK ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| BETHESDA | MD | 20817 | 3015309000 |
| TOWSON | MD | 21204 | 4108215500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |
| 01/19/2012 | 02/27/2012 |
| 03/15/2012 | 01/24/2012 |
| 07/17/2012 | 08/24/2012 |
| 08/08/2012 | 09/05/2012 |
| 07/19/2010 | 08/26/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| plan of care at every visit and make notes about progress and orders in writing. | | |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 1 |
| Quickly tell the resident's doctor the results of lab tests. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 1 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215096 | MULTI-MEDICAL CENTER | 7700 YORK ROAD |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108215500 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/19/2010 | 08/26/2010 |
| 08/11/2009 | 09/14/2009 |
| 03/25/2010 | 05/05/2010 |
| 08/05/2010 | 08/25/2010 |
| 08/05/2010 | 08/25/2010 |
| 08/05/2010 | 08/25/2010 |
| 08/05/2010 | 08/25/2010 |
| 12/16/2010 | 01/05/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| meets all of a resident's needs, with timetables and actions that can be measured. | | |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Some | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215097 | CATONSVILLE COMMONS | 16 FUSTING AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| CATONSVILLE | MD | 21228 | 4107471800 |
| GAITHERSBURG | MD | 20877 | 3012164135 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/16/2010 | 01/05/2011 |
| 11/04/2011 | 12/23/2011 |
| 07/11/2012 | 07/26/2012 |
| 07/11/2012 | 07/26/2012 |
| 07/11/2012 | 07/26/2012 |
| 07/11/2012 | 07/26/2012 |
| 07/11/2012 | 07/26/2012 |
| 02/18/2010 | 04/19/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| services. | | |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/18/2010 | 04/19/2010 |
| 02/18/2010 | 04/19/2010 |
| 02/18/2010 | 04/19/2010 |
| 02/18/2010 | 04/19/2010 |
| 02/18/2010 | 04/19/2010 |
| 02/18/2010 | 04/19/2010 |
| 02/18/2010 | 04/19/2010 |
| 02/18/2010 | 04/19/2010 |
| 02/18/2010 | 04/19/2010 |
| 02/18/2010 | 04/19/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| resident. | | |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Some | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Make sure that doctors visit residents regularly, as required. | Some | 1 |
| At least once a month, have a licensed pharmacist review each resident's | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/18/2010 | 04/19/2010 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| medication(s) and report any irregularities to the attending doctor. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Some | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |
| 03/11/2011 | 05/06/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Some | 2 |
| 1) Provide 3 meals at regular times; 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 03/11/2011 | 05/06/2011 |
| 08/02/2011 | 10/03/2011 |
| 08/02/2011 | 08/02/2011 |
| 08/02/2011 | 10/02/2011 |
| 11/21/2011 | 01/13/2012 |
| 11/21/2011 | 01/13/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| to Federal, State, and local laws and professional standards. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215099 | WILSON HEALTH CARE CENTER | 301 RUSSELL AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| GAITHERSBURG | MD | 20877 | 3012164135 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/21/2011 | 01/13/2012 |
| 01/19/2012 | 03/19/2012 |
| 01/19/2012 | 03/19/2012 |
| 01/19/2012 | 03/19/2012 |
| 09/12/2012 | Not Available |
| 01/27/2010 | 03/15/2010 |
| 01/27/2010 | 03/15/2010 |
| 01/27/2010 | 03/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/27/2010 | 03/15/2010 |
| 01/27/2010 | 03/15/2010 |
| 01/27/2010 | 03/15/2010 |
| 04/20/2011 | 05/30/2011 |
| 04/20/2011 | 05/30/2011 |
| 04/16/2012 | 05/31/2012 |
| 04/16/2012 | 05/31/2012 |
| 05/03/2012 | 06/11/2012 |
| 05/03/2012 | 06/11/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 1 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Many | 1 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215105 | CITIZENS NSG HOME OF FREDERICK | 1920 ROSEMONT AVENUE |
| 215106 | CHARLES CO. NSG & REHAB CTR | 10200 LAPLATA ROAD |
| 215106 | CHARLES CO. NSG & REHAB CTR | 10200 LAPLATA ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| FREDERICK | MD | 21702 | 3016001550 |
| LAPLATA | MD | 20646 | 3019341900 |
| LAPLATA | MD | 20646 | 3019341900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/03/2012 | 06/11/2012 |
| 05/03/2012 | 06/11/2012 |
| 05/03/2012 | 06/11/2012 |
| 05/03/2012 | 06/11/2012 |
| 05/03/2012 | 06/11/2012 |
| 07/29/2011 | 09/12/2011 |
| 07/29/2011 | 09/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| and respect of individuality. | | |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215106 | CHARLES CO. NSG & REHAB CTR | 10200 LAPLATA ROAD |
| 215106 | CHARLES CO. NSG & REHAB CTR | 10200 LAPLATA ROAD |
| 215106 | CHARLES CO. NSG & REHAB CTR | 10200 LAPLATA ROAD |
| 215106 | CHARLES CO. NSG & REHAB CTR | 10200 LAPLATA ROAD |
| 215106 | CHARLES CO. NSG & REHAB CTR | 10200 LAPLATA ROAD |
| 215106 | CHARLES CO. NSG & REHAB CTR | 10200 LAPLATA ROAD |
| 215106 | CHARLES CO. NSG & REHAB CTR | 10200 LAPLATA ROAD |
| 215106 | CHARLES CO. NSG & REHAB CTR | 10200 LAPLATA ROAD |
| 215107 | ROCKVILLE NURSING HOME | 303 ADCLARE ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LAPLATA | MD | 20646 | 3019341900 |
| LAPLATA | MD | 20646 | 3019341900 |
| LAPLATA | MD | 20646 | 3019341900 |
| LAPLATA | MD | 20646 | 3019341900 |
| LAPLATA | MD | 20646 | 3019341900 |
| LAPLATA | MD | 20646 | 3019341900 |
| LAPLATA | MD | 20646 | 3019341900 |
| LAPLATA | MD | 20646 | 3019341900 |
| ROCKVILLE | MD | 20850 | 3012799000 |
| LANHAM | MD | 20706 | 3015522000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/29/2011 | 09/12/2011 |
| 07/29/2011 | 09/12/2011 |
| 07/29/2011 | 09/12/2011 |
| 12/15/2011 | 01/29/2012 |
| 12/15/2011 | 01/29/2012 |
| 12/15/2011 | 01/29/2012 |
| 12/15/2011 | 01/29/2012 |
| 02/29/2012 | 04/01/2012 |
| 02/03/2012 | 03/19/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| monitored to achieve highest well being. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that doctors visit residents regularly, as required. | Few | 2 |
| Keep signed and dated reports of x-rays and other diagnostic services. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 2 |
| Immediately tell the resident, the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Encode and automate the resident's assessment data. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | | |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| 1) Provide 3 meals at regular times; 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215108 | MAGNOLIA CENTER | 8200 GOOD LUCK ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| LANHAM | MD | 20706 | 3015522000 |
| BALTIMORE | MD | 21237 | 4105744950 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 02/03/2012 | 03/19/2012 |
| 08/02/2012 | 08/27/2012 |
| 09/09/2009 | 10/07/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/09/2009 | 10/07/2009 |
| 12/17/2009 | 02/08/2010 |
| 12/17/2009 | 02/08/2010 |
| 12/17/2009 | 02/08/2010 |
| 12/17/2009 | 02/08/2010 |
| 12/31/2009 | 02/08/2010 |
| 12/31/2009 | 02/08/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide routine and 24-hour emergency dental care for each resident. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/31/2009 | 02/08/2010 |
| 03/01/2010 | 03/31/2010 |
| 10/27/2010 | 12/20/2010 |
| 02/08/2011 | 03/22/2011 |
| 02/08/2011 | 03/22/2011 |
| 02/08/2011 | 03/22/2011 |
| 02/08/2011 | 03/22/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/08/2011 | 03/22/2011 |
| 02/08/2011 | 03/22/2011 |
| 02/08/2011 | 03/22/2011 |
| 02/08/2011 | 03/22/2011 |
| 02/08/2011 | 03/22/2011 |
| 02/08/2011 | 03/22/2011 |
| 02/08/2011 | 03/22/2011 |
| 02/08/2011 | 03/22/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/09/2012 | 05/08/2012 |
| 02/09/2012 | 05/08/2012 |
| 02/09/2012 | 05/08/2012 |
| 02/09/2012 | 05/08/2012 |
| 02/09/2012 | 05/08/2012 |
| 03/14/2012 | 05/18/2012 |
| 03/14/2012 | 05/18/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| licensed pharmacist. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/14/2012 | 05/18/2012 |
| 03/14/2012 | 05/18/2012 |
| 03/14/2012 | 05/18/2012 |
| 03/14/2012 | 05/18/2012 |
| 03/14/2012 | 05/18/2012 |
| 03/14/2012 | 05/18/2012 |
| 03/14/2012 | 05/18/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| (injury/decline/room, etc.) that affect the resident. | | |
| Keep each resident free from drugs that restrain them, unless needed for medical treatment. | Few | 2 |
| Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure each resident has 1) at least one window to the outside in a room; 2) a room at or above ground level; 3) adequate bedding; 4) furniture that meets the resident's needs; or 5) adequate closet space. | Some | 1 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215109 | MANORCARE HEALTH SERVICES - ROSSVILLE | 6600 RIDGE ROAD |
| 215110 | WESTERN MD HOSPITAL CENTER | 1500 PENNSYLVANIA AVENUE |
| 215110 | WESTERN MD HOSPITAL CENTER | 1500 PENNSYLVANIA AVENUE |
| 215110 | WESTERN MD HOSPITAL CENTER | 1500 PENNSYLVANIA AVENUE |
| 215110 | WESTERN MD HOSPITAL CENTER | 1500 PENNSYLVANIA AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| BALTIMORE | MD | 21237 | 4105744950 |
| HAGERSTOWN | MD | 21742 | 3017454200 |
| HAGERSTOWN | MD | 21742 | 3017454200 |
| HAGERSTOWN | MD | 21742 | 3017454200 |
| HAGERSTOWN | MD | 21742 | 3017454200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/14/2012 | 05/18/2012 |
| 07/20/2012 | 09/06/2012 |
| 07/20/2012 | 09/06/2012 |
| 08/09/2010 | 09/06/2010 |
| 08/09/2010 | 09/06/2010 |
| 11/17/2011 | 11/29/2011 |
| 11/17/2011 | 12/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215110 | WESTERN MD HOSPITAL CENTER | 1500 PENNSYLVANIA AVENUE |
| 215110 | WESTERN MD HOSPITAL CENTER | 1500 PENNSYLVANIA AVENUE |
| 215110 | WESTERN MD HOSPITAL CENTER | 1500 PENNSYLVANIA AVENUE |
| 215110 | WESTERN MD HOSPITAL CENTER | 1500 PENNSYLVANIA AVENUE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21742 | 3017454200 |
| HAGERSTOWN | MD | 21742 | 3017454200 |
| HAGERSTOWN | MD | 21742 | 3017454200 |
| HAGERSTOWN | MD | 21742 | 3017454200 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/17/2011 | 12/12/2011 |
| 11/17/2011 | 12/12/2011 |
| 11/17/2011 | 12/05/2011 |
| 11/17/2011 | 11/22/2011 |
| 11/10/2009 | 12/17/2009 |
| 11/10/2009 | 11/24/2009 |
| 11/10/2009 | 12/01/2009 |
| 11/10/2009 | 12/17/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/10/2009 | 12/17/2009 |
| 11/10/2009 | 12/17/2009 |
| 11/10/2009 | 12/24/2009 |
| 11/10/2009 | 12/24/2009 |
| 11/10/2009 | 12/17/2009 |
| 11/10/2009 | 12/21/2009 |
| 11/10/2009 | 12/21/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| functional capacity. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/10/2009 | 12/17/2009 |
| 11/10/2009 | 12/18/2009 |
| 11/10/2009 | 12/23/2009 |
| 11/10/2009 | 12/24/2009 |
| 11/10/2009 | 12/17/2009 |
| 11/10/2009 | 12/17/2009 |
| 11/10/2009 | 12/17/2009 |
| 11/10/2009 | 12/18/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| motion. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/10/2009 | 12/17/2009 |
| 03/31/2010 | 03/31/2010 |
| 03/31/2010 | 05/01/2010 |
| 09/14/2010 | 09/27/2010 |
| 11/09/2010 | 11/09/2010 |
| 11/19/2010 | 01/01/2011 |
| 11/19/2010 | 01/01/2011 |
| 12/17/2010 | 01/21/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| Train all employees on what to do in an emergency, and carry out announced staff drills. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/17/2010 | 01/21/2011 |
| 12/17/2010 | 01/21/2011 |
| 12/17/2010 | 01/21/2011 |
| 12/17/2010 | 01/21/2011 |
| 12/17/2010 | 01/21/2011 |
| 12/17/2010 | 01/21/2011 |
| 12/17/2010 | 01/21/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| formulate advance directives. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |
| ELKTON | MD | 21921 | 4103988800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/17/2010 | 01/21/2011 |
| 10/06/2011 | 11/15/2011 |
| 04/16/2012 | 05/31/2012 |
| 04/16/2012 | 05/31/2012 |
| 04/16/2012 | 05/31/2012 |
| 04/16/2012 | 05/31/2012 |
| 04/16/2012 | 05/31/2012 |
| 04/16/2012 | 05/31/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| 1) Hire only people with 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. | Some | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215111 | LAURELWOOD CARE CENTER AT ELKTON | 100 LAUREL DRIVE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103988800 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/16/2012 | 05/31/2012 |
| 07/27/2009 | 08/20/2009 |
| 07/28/2009 | 09/12/2009 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| nutritional and well balanced diet, unless it is not possible to do so. | | |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| resident's care plan. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |
| COLUMBIA | MD | 21044 | 4105315300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/21/2010 | 09/15/2010 |
| 07/20/2011 | 09/04/2011 |
| 07/20/2011 | Not Available |
| 05/01/2012 | 06/15/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215112 | LORIEN HEALTH SYSTEMS - COLUMBIA | 6334 CEDAR LANE |
| 215113 | RAVENWOOD NURSING CARE CENTER | 1183 LUTHER DRIVE |
| 215113 | RAVENWOOD NURSING CARE CENTER | 1183 LUTHER DRIVE |
| 215113 | RAVENWOOD NURSING CARE CENTER | 1183 LUTHER DRIVE |
| 215113 | RAVENWOOD NURSING CARE CENTER | 1183 LUTHER DRIVE |
| 215113 | RAVENWOOD NURSING CARE CENTER | 1183 LUTHER DRIVE |
| 215113 | RAVENWOOD NURSING CARE CENTER | 1183 LUTHER DRIVE |
| 215113 | RAVENWOOD NURSING CARE CENTER | 1183 LUTHER DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| COLUMBIA | MD | 21044 | 4105315300 |
| HAGERSTOWN | MD | 21740 | 3017901000 |
| HAGERSTOWN | MD | 21740 | 3017901000 |
| HAGERSTOWN | MD | 21740 | 3017901000 |
| HAGERSTOWN | MD | 21740 | 3017901000 |
| HAGERSTOWN | MD | 21740 | 3017901000 |
| HAGERSTOWN | MD | 21740 | 3017901000 |
| HAGERSTOWN | MD | 21740 | 3017901000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/01/2012 | 06/15/2012 |
| 09/08/2010 | Not Available |
| 09/08/2010 | Not Available |
| 09/08/2010 | Not Available |
| 10/26/2010 | 10/26/2010 |
| 12/08/2011 | 02/08/2012 |
| 12/08/2011 | 02/08/2012 |
| 02/17/2012 | 04/16/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| serious medication errors. | | |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/27/2010 | 02/26/2010 |
| 06/22/2010 | 08/27/2010 |
| 09/02/2010 | 10/11/2010 |
| 09/02/2010 | 10/11/2010 |
| 09/02/2010 | 10/11/2010 |
| 09/02/2010 | 10/11/2010 |
| 09/02/2010 | 10/11/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| 1) Hire only people with 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. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215114 | CORSICA HILLS CENTER | 205 ARMSTRONG AVENUE<br>P.O. BOX 50 |
| 215115 | FROSTBURG VILLAGE | ONE KAYLOR CIRCLE<br>RT36 & RT40 |
| 215115 | FROSTBURG VILLAGE | ONE KAYLOR CIRCLE<br>RT36 & RT40 |
| 215115 | FROSTBURG VILLAGE | ONE KAYLOR CIRCLE<br>RT36 & RT40 |
| 215115 | FROSTBURG VILLAGE | ONE KAYLOR CIRCLE<br>RT36 & RT40 |
| 215115 | FROSTBURG VILLAGE | ONE KAYLOR CIRCLE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |
| CENTREVILLE | MD | 21617 | 4107582323 |
| FROSTBURG | MD | 21532 | 3016897500 |
| FROSTBURG | MD | 21532 | 3016897500 |
| FROSTBURG | MD | 21532 | 3016897500 |
| FROSTBURG | MD | 21532 | 3016897500 |
| FROSTBURG | MD | 21532 | 3016897500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/02/2010 | 10/11/2010 |
| 09/02/2010 | 10/11/2010 |
| 09/02/2010 | 10/11/2010 |
| 01/31/2012 | 02/13/2012 |
| 01/31/2012 | 02/13/2012 |
| 12/04/2009 | 01/07/2010 |
| 12/04/2009 | 01/07/2010 |
| 07/15/2010 | 08/16/2010 |
| 07/15/2010 | 08/16/2010 |
| 07/15/2010 | 08/16/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| monitored to achieve highest well being. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Try to resolve each resident's complaints quickly. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | RT36 & RT40 |
| 215115 | FROSTBURG VILLAGE | ONE KAYLOR CIRCLE<br>RT36 & RT40 |
| 215115 | FROSTBURG VILLAGE | ONE KAYLOR CIRCLE<br>RT36 & RT40 |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FROSTBURG | MD | 21532 | 3016897500 |
| FROSTBURG | MD | 21532 | 3016897500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/15/2010 | 08/16/2010 |
| 06/02/2011 | 06/02/2011 |
| 11/16/2010 | 12/22/2010 |
| 03/16/2011 | 04/29/2011 |
| 03/16/2011 | 04/29/2011 |
| 07/18/2011 | 08/26/2011 |
| 07/18/2011 | 08/26/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| meets all of a resident's needs, with timetables and actions that can be measured. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/14/2011 | 11/25/2011 |
| 10/14/2011 | 11/25/2011 |
| 04/10/2012 | 04/30/2012 |
| 04/10/2012 | 04/30/2012 |
| 06/25/2012 | 07/31/2012 |
| 08/06/2012 | 08/31/2012 |
| 08/06/2012 | 08/31/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| clinical records on each resident that meet professional standards. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215117 | STELLA MARIS, INC. | 2300 DULANEY VALLEY RD |
| 215118 | FUTURE CARE OLD COURT | 5412 OLD COURT ROAD |
| 215118 | FUTURE CARE OLD COURT | 5412 OLD COURT ROAD |
| 215118 | FUTURE CARE OLD COURT | 5412 OLD COURT ROAD |
| 215118 | FUTURE CARE OLD COURT | 5412 OLD COURT ROAD |
| 215118 | FUTURE CARE OLD COURT | 5412 OLD COURT ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| TIMONIUM | MD | 21093 | 4102524500 |
| RANDALLSTOWN | MD | 21133 | 4109223200 |
| RANDALLSTOWN | MD | 21133 | 4109223200 |
| RANDALLSTOWN | MD | 21133 | 4109223200 |
| RANDALLSTOWN | MD | 21133 | 4109223200 |
| RANDALLSTOWN | MD | 21133 | 4109223200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/06/2012 | 08/31/2012 |
| 08/06/2012 | 08/31/2012 |
| 08/06/2012 | 08/31/2012 |
| 10/27/2009 | 12/10/2009 |
| 08/08/2011 | 09/22/2011 |
| 08/08/2011 | 09/22/2011 |
| 08/08/2011 | 09/22/2011 |
| 10/12/2011 | 12/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| kept to protect the health and safety of residents, workers, and the public. | | |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Provide adequate and comfortable lighting levels in all areas. | Many | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215118 | FUTURE CARE OLD COURT | 5412 OLD COURT ROAD |
| 215118 | FUTURE CARE OLD COURT | 5412 OLD COURT ROAD |
| 215118 | FUTURE CARE OLD COURT | 5412 OLD COURT ROAD |
| 215118 | FUTURE CARE OLD COURT | 5412 OLD COURT ROAD |
| 215118 | FUTURE CARE OLD COURT | 5412 OLD COURT ROAD |
| 215120 | CROFTON CONVALESCENT CENTER | 2131 DAVIDSONVILLE ROAD |
| 215120 | CROFTON CONVALESCENT CENTER | 2131 DAVIDSONVILLE ROAD |
| 215120 | CROFTON CONVALESCENT CENTER | 2131 DAVIDSONVILLE ROAD |
| 215120 | CROFTON CONVALESCENT CENTER | 2131 DAVIDSONVILLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RANDALLSTOWN | MD | 21133 | 4109223200 |
| RANDALLSTOWN | MD | 21133 | 4109223200 |
| RANDALLSTOWN | MD | 21133 | 4109223200 |
| RANDALLSTOWN | MD | 21133 | 4109223200 |
| RANDALLSTOWN | MD | 21133 | 4109223200 |
| CROFTON | MD | 21114 | 4107211000 |
| CROFTON | MD | 21114 | 4107211000 |
| CROFTON | MD | 21114 | 4107211000 |
| CROFTON | MD | 21114 | 4107211000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/28/2012 | 07/16/2012 |
| 06/28/2012 | 07/16/2012 |
| 06/28/2012 | 07/16/2012 |
| 06/28/2012 | 07/16/2012 |
| 08/23/2012 | 10/02/2012 |
| 10/22/2009 | 10/28/2009 |
| 10/22/2009 | 11/09/2009 |
| 10/22/2009 | 11/13/2009 |
| 10/22/2009 | 11/10/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Make sure that each residents' abilities in activities of daily living do not decline, unless unavoidable. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Have a program that investigates, controls and keeps infection from | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | ROAD |
| 215120 | CROFTON CONVALESCENT CENTER | 2131 DAVIDSONVILLE ROAD |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CROFTON | MD | 21114 | 4107211000 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/01/2011 | 06/17/2011 |
| 12/04/2009 | 12/15/2009 |
| 05/27/2010 | 06/29/2010 |
| 05/27/2010 | 06/29/2010 |
| 12/21/2010 | 01/20/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| controls and keeps infection from spreading. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/21/2010 | 01/20/2011 |
| 12/21/2010 | 01/20/2011 |
| 04/11/2011 | 05/17/2011 |
| 10/07/2011 | 10/21/2011 |
| 10/07/2011 | 10/21/2011 |
| 10/07/2011 | 10/21/2011 |
| 10/07/2011 | 10/21/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |
| SNOW HILL | MD | 21863 | 4106323755 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/07/2011 | 10/21/2011 |
| 10/07/2011 | 10/21/2011 |
| 10/07/2011 | 10/21/2011 |
| 01/04/2012 | 02/17/2012 |
| 01/04/2012 | 02/17/2012 |
| 06/21/2012 | 07/17/2012 |
| 06/21/2012 | 07/17/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215121 | SNOW HILL NURSING & REHAB CTR | 430 WEST MARKET STREET |
| 215123 | BROADMEAD | 13801 YORK ROAD |
| 215123 | BROADMEAD | 13801 YORK ROAD |
| 215123 | BROADMEAD | 13801 YORK ROAD |
| 215123 | BROADMEAD | 13801 YORK ROAD |
| 215123 | BROADMEAD | 13801 YORK ROAD |
| 215123 | BROADMEAD | 13801 YORK ROAD |
| 215123 | BROADMEAD | 13801 YORK ROAD |
| 215123 | BROADMEAD | 13801 YORK ROAD |
| 215125 | NATIONAL LUTHERAN HOME | 9701 VIERS DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SNOW HILL | MD | 21863 | 4106323755 |
| COCKEYSVILLE | MD | 21030 | 4105271900 |
| COCKEYSVILLE | MD | 21030 | 4105271900 |
| COCKEYSVILLE | MD | 21030 | 4105271900 |
| COCKEYSVILLE | MD | 21030 | 4105271900 |
| COCKEYSVILLE | MD | 21030 | 4105271900 |
| COCKEYSVILLE | MD | 21030 | 4105271900 |
| COCKEYSVILLE | MD | 21030 | 4105271900 |
| COCKEYSVILLE | MD | 21030 | 4105271900 |
| ROCKVILLE | MD | 20850 | 3014249560 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/21/2012 | 07/17/2012 |
| 07/09/2009 | 08/14/2009 |
| 07/09/2009 | 08/14/2009 |
| 07/09/2009 | 08/14/2009 |
| 03/19/2010 | 04/06/2010 |
| 03/14/2012 | 06/08/2012 |
| 03/14/2012 | 06/08/2012 |
| 03/14/2012 | 06/08/2012 |
| 04/23/2010 | 06/23/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide proof that all residents' personal money which is deposited with the nursing home, is secure. | Many | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215125 | NATIONAL LUTHERAN HOME | 9701 VIERS DRIVE |
| 215125 | NATIONAL LUTHERAN HOME | 9701 VIERS DRIVE |
| 215125 | NATIONAL LUTHERAN HOME | 9701 VIERS DRIVE |
| 215125 | NATIONAL LUTHERAN HOME | 9701 VIERS DRIVE |
| 215125 | NATIONAL LUTHERAN HOME | 9701 VIERS DRIVE |
| 215125 | NATIONAL LUTHERAN HOME | 9701 VIERS DRIVE |
| 215125 | NATIONAL LUTHERAN HOME | 9701 VIERS DRIVE |
| 215125 | NATIONAL LUTHERAN HOME | 9701 VIERS DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3014249560 |
| ROCKVILLE | MD | 20850 | 3014249560 |
| ROCKVILLE | MD | 20850 | 3014249560 |
| ROCKVILLE | MD | 20850 | 3014249560 |
| ROCKVILLE | MD | 20850 | 3014249560 |
| ROCKVILLE | MD | 20850 | 3014249560 |
| ROCKVILLE | MD | 20850 | 3014249560 |
| ROCKVILLE | MD | 20850 | 3014249560 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 04/23/2010 | 06/23/2010 |
| 04/23/2010 | 06/23/2010 |
| 04/23/2010 | 06/23/2010 |
| 04/23/2010 | 06/23/2010 |
| 04/23/2010 | 06/23/2010 |
| 04/23/2010 | 06/23/2010 |
| 04/23/2010 | 06/23/2010 |
| 04/23/2010 | 06/23/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| formulate advance directives. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215125 | NATIONAL LUTHERAN HOME | 9701 VIERS DRIVE |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3014249560 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/23/2010 | 06/23/2010 |
| 07/23/2009 | 08/25/2009 |
| 07/27/2009 | 08/25/2009 |
| 07/27/2009 | 08/25/2009 |
| 10/15/2009 | 10/24/2009 |
| 10/15/2009 | 10/24/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| immunizations. | | |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/13/2010 | 06/18/2010 |
| 05/13/2010 | 06/18/2010 |
| 06/15/2010 | 07/25/2010 |
| 09/20/2010 | Not Available |
| 07/06/2011 | 08/18/2011 |
| 07/06/2011 | 08/18/2011 |
| 07/06/2011 | 08/18/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| monitored to achieve highest well being. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |
| 215126 | BERLIN NURSING AND REHABILITATION CENTER | 9715 HEALTHWAY DRIVE, PO BOX 799 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |
| BERLIN | MD | 21811 | 4106414400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/18/2011 | 01/15/2012 |
| 11/18/2011 | 01/15/2012 |
| 11/18/2011 | 01/15/2012 |
| 01/04/2012 | 02/18/2012 |
| 01/04/2012 | 02/18/2012 |
| 03/08/2012 | 03/26/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| it is not possible to do so. | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21208 | 4105213600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/04/2011 | 03/21/2011 |
| 02/04/2011 | 03/21/2011 |
| 02/04/2011 | 03/21/2011 |
| 02/04/2011 | 03/21/2011 |
| 02/04/2011 | 03/21/2011 |
| 02/04/2011 | 03/21/2011 |
| 02/04/2011 | 03/21/2011 |
| 11/14/2011 | 01/14/2012 |
| 11/14/2011 | 01/14/2012 |
| 11/14/2011 | 01/14/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| Provide housekeeping and maintenance services. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215128 | COURTLAND GARDENS NURSING & REHAB CENTER | 7920 SCOTTS LEVEL ROAD |
| 215129 | CROMWELL CENTER | 8710 EMGE ROAD |
| 215129 | CROMWELL CENTER | 8710 EMGE ROAD |
| 215129 | CROMWELL CENTER | 8710 EMGE ROAD |
| 215129 | CROMWELL CENTER | 8710 EMGE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21208 | 4105213600 |
| BALTIMORE | MD | 21234 | 4106615955 |
| BALTIMORE | MD | 21234 | 4106615955 |
| BALTIMORE | MD | 21234 | 4106615955 |
| BALTIMORE | MD | 21234 | 4106615955 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 01/20/2012 | 02/24/2012 |
| 04/06/2012 | 05/14/2012 |
| 06/27/2012 | 07/31/2012 |
| 03/30/2011 | 05/31/2011 |
| 10/26/2011 | 10/27/2011 |
| 10/26/2011 | 10/27/2011 |
| 02/21/2012 | 03/26/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| safe, easy to use, clean and comfortable for residents, staff and the public. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 4 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215129 | CROMWELL CENTER | 8710 EMGE ROAD |
| 215129 | CROMWELL CENTER | 8710 EMGE ROAD |
| 215129 | CROMWELL CENTER | 8710 EMGE ROAD |
| 215129 | CROMWELL CENTER | 8710 EMGE ROAD |
| 215129 | CROMWELL CENTER | 8710 EMGE ROAD |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21234 | 4106615955 |
| BALTIMORE | MD | 21234 | 4106615955 |
| BALTIMORE | MD | 21234 | 4106615955 |
| BALTIMORE | MD | 21234 | 4106615955 |
| BALTIMORE | MD | 21234 | 4106615955 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/21/2012 | 03/26/2012 |
| 02/21/2012 | 05/01/2012 |
| 02/21/2012 | 05/01/2012 |
| 02/21/2012 | 05/01/2012 |
| 06/11/2012 | 07/24/2012 |
| 05/27/2011 | 06/30/2011 |
| 05/27/2011 | 06/30/2011 |
| 05/27/2011 | 06/30/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/15/2011 | 12/14/2011 |
| 01/13/2012 | 02/27/2012 |
| 01/13/2012 | 02/27/2012 |
| 01/13/2012 | 02/27/2012 |
| 01/13/2012 | 02/27/2012 |
| 01/13/2012 | 02/27/2012 |
| 01/13/2012 | 02/27/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| notes about progress and orders in writing. | | |
| 1) Hire only people with 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. | Some | 1 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215130 | FAIRHAVEN, INC. | 7200 THIRD AVENUE |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SYKESVILLE | MD | 21784 | 4107958800 |
| SALISBURY | MD | 21801 | 4105434000 |
| SALISBURY | MD | 21801 | 4105434000 |
| SALISBURY | MD | 21801 | 4105434000 |
| SALISBURY | MD | 21801 | 4105434000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/13/2012 | 02/27/2012 |
| 01/13/2012 | 02/27/2012 |
| 01/13/2012 | 02/27/2012 |
| 01/13/2012 | 02/27/2012 |
| 12/03/2009 | 02/01/2010 |
| 02/22/2010 | 04/15/2010 |
| 02/22/2010 | 04/15/2010 |
| 03/10/2010 | 04/20/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

| | | |
|---|---|---|
| | | AVE. |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |
| 215132 | DEER'S HEAD CENTER | P.O. BOX 2018, EMERSON AVE. |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SALISBURY | MD | 21801 | 4105434000 |
| SALISBURY | MD | 21801 | 4105434000 |
| SALISBURY | MD | 21801 | 4105434000 |
| SALISBURY | MD | 21801 | 4105434000 |
| SALISBURY | MD | 21801 | 4105434000 |
| SALISBURY | MD | 21801 | 4105434000 |
| WESTMINSTER | MD | 21157 | 4108480225 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/15/2010 | 07/02/2010 |
| 06/15/2010 | 07/02/2010 |
| 09/09/2010 | 10/30/2010 |
| 09/01/2011 | 09/19/2011 |
| 09/01/2011 | 09/19/2011 |
| 09/01/2011 | 09/19/2011 |
| 08/30/2010 | 10/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| maintain the highest well being of each resident . | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/30/2010 | 10/15/2010 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| 1) Hire only people with 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. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |
| WESTMINSTER | MD | 21157 | 4108480225 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |
| 10/14/2011 | 12/13/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| personal and oral hygiene. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| 1) Provide 3 meals at regular times; 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Keep accurate, complete and organized | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215133 | CARROLL LUTHERAN VILLAGE | 200 ST. LUKE'S CIRCLE |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| WESTMINSTER | MD | 21157 | 4108480225 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 02/03/2012 | 03/16/2012 |
| 09/02/2009 | 11/02/2009 |
| 09/02/2009 | 11/02/2009 |
| 09/02/2009 | 11/02/2009 |
| 09/02/2009 | 11/02/2009 |
| 09/02/2009 | 11/02/2009 |
| 09/02/2009 | 11/02/2009 |
| 09/02/2009 | 11/02/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| clinical records on each resident that meet professional standards. | | |
| 1) Hire only people with 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. | Few | 2 |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/02/2009 | 11/02/2009 |
| 01/19/2010 | 01/28/2010 |
| 02/17/2010 | 04/05/2010 |
| 02/17/2010 | 04/05/2010 |
| 02/17/2010 | 04/05/2010 |
| 08/03/2010 | 09/07/2010 |
| 09/24/2010 | 10/29/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/24/2010 | 10/29/2010 |
| 09/24/2010 | 10/29/2010 |
| 09/24/2010 | 10/29/2010 |
| 09/24/2010 | 10/29/2010 |
| 09/24/2010 | 10/29/2010 |
| 09/27/2011 | 11/10/2011 |
| 09/27/2011 | 11/10/2011 |
| 09/27/2011 | 11/10/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| health professional. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Give residents proper treatment to | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215135 | HERITAGE CENTER | 7232 GERMAN HILL ROAD |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| DUNDALK | MD | 21222 | 4102826310 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/27/2011 | 11/10/2011 |
| 11/21/2011 | 01/04/2012 |
| 03/16/2012 | 04/10/2012 |
| 03/16/2012 | 04/10/2012 |
| 03/16/2012 | 04/10/2012 |
| 07/23/2009 | Not Available |
| 10/15/2009 | 11/24/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| prevent new bed (pressure) sores or heal existing bed sores. | | |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/15/2009 | 11/24/2009 |
| 07/09/2010 | 08/20/2010 |
| 07/09/2010 | 08/20/2010 |
| 07/09/2010 | 08/20/2010 |
| 07/09/2010 | 08/20/2010 |
| 07/09/2010 | 08/20/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 3 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/09/2010 | 08/20/2010 |
| 07/09/2010 | 08/20/2010 |
| 07/09/2010 | 08/20/2010 |
| 07/09/2010 | 08/20/2010 |
| 09/29/2011 | 10/31/2011 |
| 09/29/2011 | 10/31/2011 |
| 09/29/2011 | 10/31/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215136 | TRANSITIONS HEALTHCARE AT SYKESVILLE | 7309 SECOND AVENUE |
| 215137 | WILLIAM HILL MANOR HEALTHCARE | 501 DUTCHMAN'S LANE |
| 215137 | WILLIAM HILL MANOR HEALTHCARE | 501 DUTCHMAN'S LANE |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |

| | | | |
|---|---|---|---|
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| SYKESVILLE | MD | 21784 | 4107951100 |
| EASTON | MD | 21601 | 4108228888 |
| EASTON | MD | 21601 | 4108228888 |
| GLEN BURNIE | MD | 21060 | 4107688200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/29/2011 | 10/31/2011 |
| 09/29/2011 | 10/31/2011 |
| 09/29/2011 | 10/31/2011 |
| 06/18/2012 | 07/31/2012 |
| 06/18/2012 | 07/31/2012 |
| 06/08/2012 | 06/11/2012 |
| 06/08/2012 | 06/11/2012 |
| 08/12/2009 | 09/18/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Keep all essential equipment working safely. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GLEN BURNIE | MD | 21060 | 4107688200 |
| GLEN BURNIE | MD | 21060 | 4107688200 |
| GLEN BURNIE | MD | 21060 | 4107688200 |
| GLEN BURNIE | MD | 21060 | 4107688200 |
| GLEN BURNIE | MD | 21060 | 4107688200 |
| GLEN BURNIE | MD | 21060 | 4107688200 |
| GLEN BURNIE | MD | 21060 | 4107688200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/06/2010 | 02/05/2010 |
| 01/06/2010 | 02/05/2010 |
| 01/06/2010 | 02/05/2010 |
| 03/02/2010 | Not Available |
| 05/12/2010 | Not Available |
| 10/13/2010 | 11/10/2010 |
| 08/04/2011 | 09/18/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Some | 2 |
| 1) Hire only people with 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. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215138 | MARLEY NECK HEALTH AND REHABILITATION CENTER | 7575 E. HOWARD ROAD |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GLEN BURNIE | MD | 21060 | 4107688200 |
| GLEN BURNIE | MD | 21060 | 4107688200 |
| GLEN BURNIE | MD | 21060 | 4107688200 |
| GLEN BURNIE | MD | 21060 | 4107688200 |
| GLEN BURNIE | MD | 21060 | 4107688200 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/04/2011 | 09/18/2011 |
| 05/18/2012 | 07/02/2012 |
| 05/18/2012 | 07/02/2012 |
| 05/18/2012 | 07/02/2012 |
| 05/18/2012 | 07/02/2012 |
| 07/20/2009 | 09/04/2009 |
| 07/20/2009 | 09/04/2009 |
| 07/20/2009 | 09/04/2009 |
| 07/20/2009 | 09/04/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Keep all essential equipment working safely. | Some | 1 |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Be administered in an acceptable way that maintains the well-being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/29/2009 | 03/09/2007 |
| 07/29/2009 | 03/09/2007 |
| 07/29/2009 | 03/09/2007 |
| 01/28/2010 | Not Available |
| 01/28/2010 | Not Available |
| 01/28/2010 | Not Available |
| 01/28/2010 | Not Available |
| 03/24/2010 | 04/02/2010 |
| 04/28/2010 | 04/28/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Provide care for each resident in a way that keeps or builds the resident's quality of life. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Help and prepare each resident for a safe and easy discharge and transfer | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | CENTER | DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215141 | PATUXENT RIVER HEALTH AND REHABILITATION CENTER | 14200 LAUREL PARK DRIVE |
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LAUREL | MD | 20707 | 3019537980 |
| LEXINGTON PARK | MD | 20653 | 3018637244 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 04/28/2010 | Not Available |
| 06/22/2010 | 08/06/2010 |
| 06/22/2010 | 08/06/2010 |
| 06/22/2010 | 08/06/2010 |
| 06/22/2010 | 08/06/2010 |
| 06/22/2010 | 08/06/2010 |
| 05/22/2012 | 06/29/2012 |
| 01/12/2010 | 02/27/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| safe and easy discharge and transfer from the nursing home. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Check and assess each resident's assessment at least every 3 months. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| LEXINGTON PARK | MD | 20653 | 3018637244 |
| LEXINGTON PARK | MD | 20653 | 3018637244 |
| LEXINGTON PARK | MD | 20653 | 3018637244 |
| LEXINGTON PARK | MD | 20653 | 3018637244 |
| LEXINGTON PARK | MD | 20653 | 3018637244 |
| LEXINGTON PARK | MD | 20653 | 3018637244 |
| LEXINGTON PARK | MD | 20653 | 3018637244 |
| LEXINGTON PARK | MD | 20653 | 3018637244 |
| LEXINGTON PARK | MD | 20653 | 3018637244 |
| LEXINGTON PARK | MD | 20653 | 3018637244 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/12/2010 | 02/27/2010 |
| 01/12/2010 | 02/27/2010 |
| 01/12/2010 | 02/27/2010 |
| 01/12/2010 | 02/27/2010 |
| 01/12/2010 | 02/27/2010 |
| 01/12/2010 | 02/27/2010 |
| 01/12/2010 | 02/27/2010 |
| 01/12/2010 | 02/27/2010 |
| 06/21/2010 | 07/21/2010 |
| 09/30/2011 | 10/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| (injury/decline/room, etc.) that affect the resident. | | |
| Provide housekeeping and maintenance services. | Many | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215142 | CHESAPEAKE SHORES | 21412 GREAT MILLS ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LEXINGTON PARK | MD | 20653 | 3018637244 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/30/2011 | 10/12/2011 |
| 10/07/2009 | 11/21/2009 |
| 02/16/2010 | 03/11/2010 |
| 02/16/2010 | 03/11/2010 |
| 02/16/2010 | 03/11/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |
| 215143 | SEVERNA PARK CENTER | 24 TRUCKHOUSE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |
| SEVERNA PARK | MD | 21146 | 4105444220 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/04/2011 | 09/02/2011 |
| 08/04/2011 | 09/02/2011 |
| 08/04/2011 | 09/02/2011 |
| 08/04/2011 | 09/02/2011 |
| 02/02/2012 | 03/02/2012 |
| 09/20/2012 | 10/15/2012 |
| 09/20/2012 | 10/15/2012 |
| 09/20/2012 | 10/15/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/30/2010 | 08/20/2010 |
| 06/30/2010 | 08/20/2010 |
| 06/30/2010 | 09/09/2010 |
| 06/30/2010 | 09/09/2010 |
| 06/30/2010 | 06/30/2010 |
| 06/30/2010 | 09/09/2010 |
| 06/30/2010 | 08/20/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| professional standards. | | |
| Check and assess each resident's assessment at least every 3 months. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 3 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 3 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215144 | REEDERS MEMORIAL HOME | 141 SOUTH MAIN STREET |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |
| BOONSBORO | MD | 21713 | 3014325457 |
| HYATTSVILLE | MD | 20782 | 3018642333 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/24/2012 | 02/29/2012 |
| 01/24/2012 | 02/29/2012 |
| 05/21/2012 | 07/17/2012 |
| 05/21/2012 | 07/17/2012 |
| 05/21/2012 | 07/17/2012 |
| 05/21/2012 | 07/17/2012 |
| 08/26/2009 | 11/08/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 1) Hire only people with 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. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide housekeeping and maintenance services. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Make sure that residents receive proper treatment and assistive devices to maintain their vision and hearing. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |
| 08/26/2009 | 11/08/2009 |
| 12/22/2009 | 01/28/2010 |
| 04/02/2010 | 06/10/2010 |
| 06/02/2010 | 07/17/2010 |
| 06/02/2010 | 07/17/2010 |
| 10/19/2010 | 11/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| and provides supervision to prevent avoidable accidents. | | |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
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| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |
| Keep each resident free from drugs that restrain them, unless needed for medical treatment. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| functional capacity. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents receive proper treatment and assistive devices to maintain their vision and hearing. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |
| 10/19/2010 | 11/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |
| Provide or obtain dental services for each resident. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Keep all essential equipment working safely. | Many | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 2 |
| Give or get quality lab services/tests in a | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/19/2010 | 11/15/2010 |
| 12/29/2010 | 02/02/2011 |
| 12/29/2010 | 02/02/2011 |
| 03/16/2011 | 06/07/2011 |
| 03/16/2011 | 06/07/2011 |
| 03/16/2011 | 06/07/2011 |
| 07/21/2011 | 08/19/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| timely manner to meet the needs of residents. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/21/2011 | 08/19/2011 |
| 07/21/2011 | 08/19/2011 |
| 07/21/2011 | 08/19/2011 |
| 07/21/2011 | 08/19/2011 |
| 10/19/2011 | 11/08/2011 |
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 02/16/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| meets all of a resident's needs, with timetables and actions that can be measured. | | |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Quickly tell the resident's doctor the results of lab tests. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide written records when a resident is transferred or discharged. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 10/25/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide enough notice before discharging or transferring a resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks | Few | 4 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 02/16/2012 |
| 01/26/2012 | 02/16/2012 |
| 03/14/2012 | 04/12/2012 |
| 03/14/2012 | 04/12/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| free from accident hazards and risks and provides supervision to prevent avoidable accidents. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215145 | ST THOMAS MORE MEDICAL COMPLEX | 4922 LASALLE ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HYATTSVILLE | MD | 20782 | 3018642333 |
| HYATTSVILLE | MD | 20782 | 3018642333 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 03/14/2012 | 04/12/2012 |
| 03/14/2012 | 04/12/2012 |
| 10/01/2009 | 11/06/2009 |
| 10/01/2009 | 11/06/2009 |
| 10/01/2009 | 11/06/2009 |
| 08/31/2010 | 10/01/2010 |
| 10/21/2011 | 11/25/2011 |
| 02/17/2012 | 03/23/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| drug/medication is managed and monitored to achieve highest well being. | | |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| FORT WASHINGTON | MD | 20744 | 3012920300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/17/2012 | 03/23/2012 |
| 02/17/2012 | 03/23/2012 |
| 02/17/2012 | 03/23/2012 |
| 02/17/2012 | 03/23/2012 |
| 02/17/2012 | 03/23/2012 |
| 02/17/2012 | 03/23/2012 |
| 02/17/2012 | 03/23/2012 |
| 02/17/2012 | 03/23/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Quickly tell the resident's doctor the results of lab tests. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215146 | FORT WASHINGTON HEALTH & REHABILITATION CENTER | 12021 LIVINGSTON ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FORT WASHINGTON | MD | 20744 | 3012920300 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/18/2012 | 07/03/2012 |
| 07/14/2009 | 07/29/2009 |
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Many | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide care by qualified persons according to each resident's written plan of care. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215147 | FUTURE CARE NORTHPOINT | 1046 OLD NORTH POINT ROAD |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| BALTIMORE | MD | 21224 | 4102820100 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/11/2011 | 04/21/2011 |
| 03/11/2011 | 04/21/2011 |
| 08/16/2012 | 10/05/2012 |
| 08/16/2012 | 10/05/2012 |
| 02/25/2010 | 04/02/2010 |
| 02/25/2010 | 04/02/2010 |
| 08/04/2010 | 09/02/2010 |
| 05/31/2011 | 05/31/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| monitored to achieve highest well being. | | |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Maintain comfortable and safe | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/31/2011 | 05/31/2011 |
| 01/10/2012 | 02/10/2012 |
| 01/30/2012 | 03/04/2012 |
| 01/30/2012 | 02/02/2012 |
| 01/30/2012 | 03/04/2012 |
| 08/22/2012 | 10/01/2012 |
| 08/22/2012 | 10/01/2012 |
| 08/22/2012 | 10/01/2012 |
| 08/22/2012 | 10/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| temperature levels. | | |
| Keep all essential equipment working safely. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 4 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Many | 1 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Post nurse staffing information/data on a daily basis. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215148 | KNOLLWOOD MANOR NURSING HOME | 899 CECIL AVENUE |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| MILLERSVILLE | MD | 21108 | 4109871644 |
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/22/2012 | 10/01/2012 |
| 08/22/2012 | 10/01/2012 |
| 08/22/2012 | 10/01/2012 |
| 03/29/2010 | 04/10/2010 |
| 06/15/2011 | 07/12/2011 |
| 06/15/2011 | 06/15/2011 |
| 06/15/2011 | 07/12/2011 |
| 11/22/2011 | 12/09/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 4 |
| Let the resident or the resident's legal representative the right to access or purchase copies of all records. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/05/2012 | 02/12/2012 |
| 01/05/2012 | 02/12/2012 |
| 02/09/2012 | 03/19/2012 |
| 03/20/2012 | 04/02/2012 |
| 03/20/2012 | 04/02/2012 |
| 07/12/2012 | 08/09/2012 |
| 07/12/2012 | 08/09/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| purchase copies of all records. | | |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 3 |
| 1) Hire only people with 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. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215149 | ENVOY OF DENTON | 420 COLONIAL DR |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| DENTON | MD | 21629 | 4104794400 |
| DENTON | MD | 21629 | 4104794400 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/12/2012 | 08/09/2012 |
| 07/12/2012 | 08/09/2012 |
| 08/24/2009 | 10/06/2009 |
| 08/24/2009 | 10/06/2009 |
| 08/24/2009 | 10/06/2009 |
| 08/25/2009 | 09/30/2009 |
| 02/03/2010 | 03/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |

| | | | |
|---|---|---|---|
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/03/2010 | 03/15/2010 |
| 02/03/2010 | 03/15/2010 |
| 02/03/2010 | 03/15/2010 |
| 02/03/2010 | 03/15/2010 |
| 08/10/2010 | 09/15/2010 |
| 02/01/2011 | 04/01/2011 |
| 02/01/2011 | 04/01/2011 |
| 02/01/2011 | 04/01/2011 |
| 05/09/2011 | 06/23/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215151 | LAPLATA CENTER | 1 MAGNOLIA DRIVE |
| 215154 | ROLAND PARK PLACE | 830 W 40 STREET |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| LAPLATA | MD | 20646 | 3018703125 |
| BALTIMORE | MD | 21211 | 4102435800 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/09/2011 | 06/23/2011 |
| 01/26/2012 | 03/11/2012 |
| 06/20/2012 | 07/24/2012 |
| 06/20/2012 | 07/24/2012 |
| 08/08/2012 | 10/02/2012 |
| 07/09/2009 | 08/05/2009 |
| 07/09/2009 | 08/05/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| resident's care plan. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 3 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/09/2009 | 10/21/2009 |
| 09/09/2009 | 10/21/2009 |
| 10/02/2009 | 10/23/2009 |
| 10/02/2009 | 10/23/2009 |
| 10/02/2009 | 10/23/2009 |
| 10/02/2009 | 10/23/2009 |
| 01/05/2010 | 02/05/2010 |
| 08/16/2010 | 09/08/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Develop a post-discharge plan with the resident and family for the resident's care after leaving the nursing home. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/18/2011 | 03/15/2011 |
| 03/30/2011 | 04/08/2011 |
| 03/30/2011 | 04/08/2011 |
| 06/09/2011 | 07/14/2011 |
| 06/09/2011 | 07/14/2011 |
| 06/09/2011 | 07/14/2011 |
| 07/18/2011 | 08/19/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| clinical records on each resident that meet professional standards. | | |
| 1) Hire only people with 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. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/18/2011 | 08/19/2011 |
| 07/18/2011 | 08/19/2011 |
| 07/18/2011 | 08/19/2011 |
| 07/18/2011 | 08/19/2011 |
| 07/18/2011 | 08/19/2011 |
| 11/09/2011 | 12/19/2011 |
| 11/09/2011 | 12/19/2011 |
| 11/09/2011 | 12/19/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Employ or obtain outside professional resources providing services in the nursing home that meet professional standards. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Some | 1 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/09/2011 | 12/19/2011 |
| 11/09/2011 | 12/19/2011 |
| 01/25/2012 | 03/07/2012 |
| 01/25/2012 | 03/07/2012 |
| 03/27/2012 | 04/25/2012 |
| 05/14/2012 | 06/08/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
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| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/14/2012 | 06/08/2012 |
| 05/14/2012 | 06/08/2012 |
| 05/15/2012 | 06/16/2012 |
| 05/15/2012 | 06/16/2012 |
| 06/14/2012 | 07/24/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| accurate assessment by a qualified health professional. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 1 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Hire sufficient dietary support personnel. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
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| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |
| 215160 | ELLICOTT CITY HEALTH & REHABILITATION CENTER | 3000 NORTH RIDGE RD. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |
| ELLICOTT CITY | MD | 21043 | 4104617577 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 07/20/2012 | 08/30/2012 |
| 09/21/2012 | 10/17/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Make sure that all needed doctor visits are made personally by a doctor, as required. After initial doctor visit, care may be alternated by a physician assistant (PA) or nurse practitioner (NP). | Some | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Put firmly secured handrails on each side of hallways. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Give proper treatment to residents with feeding tubes to prevent problems (such | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| CHARLOTTE HALL | MD | 20622 | 3018848171 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/17/2009 | 10/22/2009 |
| 10/28/2009 | 12/21/2009 |
| 10/28/2009 | 12/21/2009 |
| 05/19/2010 | 07/15/2010 |
| 05/19/2010 | 07/15/2010 |
| 05/19/2010 | 07/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | | |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Few | 2 |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Few | 3 |
| 1) Hire only people with 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. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215161 | CHARLOTTE HALL VETERANS HOME | 29449 CHARLOTTE HALL ROAD |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| CHARLOTTE HALL | MD | 20622 | 3018848171 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/19/2010 | 07/15/2010 |
| 05/19/2010 | 07/15/2010 |
| 05/19/2010 | 07/15/2010 |
| 10/06/2011 | 10/14/2011 |
| 02/09/2012 | 03/15/2012 |
| 02/09/2012 | 03/15/2012 |
| 07/31/2009 | Not Available |
| 07/31/2009 | Not Available |
| 07/31/2009 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/12/2009 | 09/09/2009 |
| 02/05/2010 | 03/31/2010 |
| 05/27/2010 | 07/02/2010 |
| 05/27/2010 | 07/02/2010 |
| 05/27/2010 | 07/02/2010 |
| 05/27/2010 | 07/02/2010 |
| 05/27/2010 | 07/02/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |
| ROCKVILLE | MD | 20850 | 3013151900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/27/2010 | 07/02/2010 |
| 05/27/2010 | 07/02/2010 |
| 05/27/2010 | 07/02/2010 |
| 05/27/2010 | 07/02/2010 |
| 05/27/2010 | 07/02/2010 |
| 05/27/2010 | 07/02/2010 |
| 05/27/2010 | 07/02/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| heal existing bed sores. | | |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Some | 2 |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Some | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215164 | SHADY GROVE CENTER | 9701 MEDICAL CENTER DRIVE |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 3013151900 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/29/2010 | 11/19/2010 |
| 11/05/2009 | 11/30/2009 |
| 03/12/2012 | 05/04/2012 |
| 03/12/2012 | 05/04/2012 |
| 05/10/2012 | 06/15/2012 |
| 06/04/2012 | 07/17/2012 |
| 06/04/2012 | 07/17/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| meet professional standards. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Employ or obtain outside professional resources providing services in the nursing home that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Provide adequate and comfortable lighting levels in all areas. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/04/2012 | 07/17/2012 |
| 06/04/2012 | 07/17/2012 |
| 06/04/2012 | 07/17/2012 |
| 06/04/2012 | 07/17/2012 |
| 06/04/2012 | 07/17/2012 |
| 06/04/2012 | 07/17/2012 |
| 06/04/2012 | 07/17/2012 |
| 06/04/2012 | 07/17/2012 |
| 07/20/2012 | 08/31/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| Train all employees on what to do in an emergency, and carry out announced staff drills. | Many | 1 |
| Send and promptly deliver unopened mail to residents. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| 1) Hire only people with 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. | Few | 2 |
| Listen to the resident or family groups or act on their complaints or suggestions. | Many | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Post nurse staffing information/data on a daily basis. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Maintain drug records and properly | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215165 | BRADFORD OAKS CENTER | 7520 SURRATTS ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| CLINTON | MD | 20735 | 3018561660 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 07/20/2012 | 08/31/2012 |
| 08/09/2010 | 08/09/2010 |
| 08/09/2010 | 08/09/2010 |
| 08/09/2010 | 08/09/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| mark/label drugs and other similar products according to accepted professional standards. | | |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Put firmly secured handrails on each side of hallways. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Some | 1 |
| Provide a safe, clean, comfortable and homelike environment. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 08/09/2010 | 08/09/2010 |
| 08/09/2010 | 08/09/2010 |
| 08/09/2010 | 08/09/2010 |
| 08/09/2010 | 08/09/2010 |
| 08/09/2010 | 08/09/2010 |
| 10/27/2010 | 12/09/2010 |
| 12/17/2010 | 01/26/2011 |
| 12/17/2010 | 01/26/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| timetables and actions that can be measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 12/17/2010 | 01/26/2011 |
| 12/17/2010 | 01/26/2011 |
| 09/01/2011 | 10/16/2011 |
| 09/01/2011 | 10/16/2011 |
| 09/01/2011 | 10/16/2011 |
| 09/01/2011 | 10/16/2011 |
| 09/01/2011 | 10/16/2011 |
| 09/01/2011 | 10/16/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| timetables and actions that can be measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Provide activities to meet the interests and needs of each resident. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/01/2011 | 10/16/2011 |
| 09/01/2011 | 10/16/2011 |
| 09/01/2011 | 10/16/2011 |
| 01/04/2012 | 02/18/2012 |
| 01/04/2012 | 02/18/2012 |
| 01/04/2012 | 02/18/2012 |
| 01/04/2012 | 02/18/2012 |
| 06/27/2012 | 08/08/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| motion. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Notify the resident or provide reasons for a transfer or discharge. | Some | 1 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Give the resident's representative the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215168 | LAYHILL CENTER | 3227 BEL PRE ROAD |
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| SILVER SPRING | MD | 20906 | 3018712000 |
| POTOMAC | MD | 20854 | 3012992273 |
| POTOMAC | MD | 20854 | 3012992273 |
| POTOMAC | MD | 20854 | 3012992273 |
| POTOMAC | MD | 20854 | 3012992273 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/27/2012 | 09/17/2012 |
| 06/27/2012 | 08/08/2012 |
| 06/27/2012 | 08/08/2012 |
| 06/27/2012 | 08/08/2012 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| ability to exercise the resident's rights. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Post nurse staffing information/data on a daily basis. | Some | 1 |
| Give or get specialized rehabilitative services per the patient's assessment or plan of care. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |
| 215171 | MANORCARE HEALTH SERVICES - POTOMAC | 10714 POTOMAC TENNIS LANE |
| 215174 | GINGER COVE | 4000 RIVER CRESCENT DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| POTOMAC | MD | 20854 | 3012992273 |
| POTOMAC | MD | 20854 | 3012992273 |
| POTOMAC | MD | 20854 | 3012992273 |
| POTOMAC | MD | 20854 | 3012992273 |
| POTOMAC | MD | 20854 | 3012992273 |
| POTOMAC | MD | 20854 | 3012992273 |
| POTOMAC | MD | 20854 | 3012992273 |
| POTOMAC | MD | 20854 | 3012992273 |
| ANNAPOLIS | MD | 21401 | 4102667300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 07/27/2009 | 08/28/2009 |
| 01/04/2011 | Not Available |
| 09/10/2012 | 10/01/2012 |
| 09/10/2012 | 10/01/2012 |
| 08/18/2010 | 09/27/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215176 | FUTURE CARE CANTON HARBOR | 1300 S. ELLWOOD AVENUE |
| 215176 | FUTURE CARE CANTON HARBOR | 1300 S. ELLWOOD AVENUE |
| 215176 | FUTURE CARE CANTON HARBOR | 1300 S. ELLWOOD AVENUE |
| 215176 | FUTURE CARE CANTON HARBOR | 1300 S. ELLWOOD AVENUE |
| 215176 | FUTURE CARE CANTON HARBOR | 1300 S. ELLWOOD AVENUE |
| 215176 | FUTURE CARE CANTON HARBOR | 1300 S. ELLWOOD AVENUE |
| 215176 | FUTURE CARE CANTON HARBOR | 1300 S. ELLWOOD AVENUE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21224 | 4103426644 |
| BALTIMORE | MD | 21224 | 4103426644 |
| BALTIMORE | MD | 21224 | 4103426644 |
| BALTIMORE | MD | 21224 | 4103426644 |
| BALTIMORE | MD | 21224 | 4103426644 |
| BALTIMORE | MD | 21224 | 4103426644 |
| BALTIMORE | MD | 21224 | 4103426644 |
| LAUREL | MD | 20708 | 4107928275 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/12/2009 | 12/30/2009 |
| 11/12/2009 | 12/30/2009 |
| 11/12/2009 | 12/30/2009 |
| 03/30/2010 | 04/30/2010 |
| 06/23/2011 | 08/08/2011 |
| 06/23/2011 | 08/08/2011 |
| 10/24/2011 | 12/01/2011 |
| 08/24/2010 | 10/08/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Provide medically-related social services to help each resident achieve the highest possible quality of life. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/24/2010 | 10/08/2010 |
| 02/08/2011 | 03/01/2011 |
| 02/08/2011 | 03/01/2011 |
| 02/08/2011 | 03/01/2011 |
| 03/06/2012 | 05/16/2012 |
| 03/06/2012 | 05/16/2012 |
| 03/06/2012 | 05/16/2012 |
| 03/06/2012 | 05/16/2012 |
| 03/06/2012 | 05/16/2012 |
| 03/06/2012 | 05/16/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| Keep clinical record information safe, so that it will not be lost, destroyed or used by the wrong person. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Notify the resident or provide reasons for a transfer or discharge. | Few | 2 |
| Provide written records when a resident is transferred or discharged. | Few | 2 |
| Provide enough notice before discharging or transferring a resident. | Few | 2 |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Few | 2 |
| Tell the resident or the resident's representative in writing how long the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215177 | CHERRY LANE | 9001 CHERRY LANE |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |
| LAUREL | MD | 20708 | 4107928275 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/06/2012 | 05/16/2012 |
| 03/06/2012 | 05/16/2012 |
| 03/06/2012 | 05/16/2012 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| representative in writing how long the nursing home will hold the resident's bed. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Some | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| accurate assessment by a qualified health professional. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 10/23/2009 | 12/08/2009 |
| 08/11/2010 | 09/09/2010 |
| 03/23/2011 | 05/09/2011 |
| 03/23/2011 | 05/09/2011 |
| 03/23/2011 | 05/09/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| resident and followed. | | |
| Provide food in a way that meets a resident's needs. | Few | 2 |
| Offer other nutritional food to each resident who will not eat the food served. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/23/2011 | 05/09/2011 |
| 03/23/2011 | 05/09/2011 |
| 05/03/2011 | 06/03/2011 |
| 05/03/2011 | 06/03/2011 |
| 05/03/2011 | 05/03/2011 |
| 05/03/2011 | 06/03/2011 |
| 05/03/2011 | 06/03/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| 1) Review the work of each nurse aide every year; and 2) give regular in-service training based upon these reviews. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 05/03/2011 | 06/03/2011 |
| 05/03/2011 | 06/03/2011 |
| 05/03/2011 | 06/03/2011 |
| 05/03/2011 | 06/03/2011 |
| 05/03/2011 | 06/03/2011 |
| 05/03/2011 | 06/03/2011 |
| 05/03/2011 | 06/03/2011 |
| 05/03/2011 | 06/03/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |
| 215178 | FREDERICK VILLA NURSING CENTER | 711 ACADEMY ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |
| BALTIMORE | MD | 21228 | 4107883300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/27/2011 | 01/18/2012 |
| 12/27/2011 | 01/18/2012 |
| 12/27/2011 | 01/18/2012 |
| 12/27/2011 | 01/18/2012 |
| 12/27/2011 | 01/18/2012 |
| 12/27/2011 | 01/18/2012 |
| 12/27/2011 | 01/18/2012 |
| 12/27/2011 | 01/18/2012 |
| 12/27/2011 | 01/18/2012 |
| 12/27/2011 | 01/18/2012 |
| 08/20/2012 | 09/14/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Dispose of garbage and refuse properly. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215179 | AURORA SENIOR LIVING OF MANOKIN, LLC | 11974 EDGEHILL TERRACE |
| 215179 | AURORA SENIOR LIVING OF MANOKIN, LLC | 11974 EDGEHILL TERRACE |
| 215179 | AURORA SENIOR LIVING OF MANOKIN, LLC | 11974 EDGEHILL TERRACE |
| 215179 | AURORA SENIOR LIVING OF MANOKIN, LLC | 11974 EDGEHILL TERRACE |
| 215179 | AURORA SENIOR LIVING OF MANOKIN, LLC | 11974 EDGEHILL TERRACE |
| 215179 | AURORA SENIOR LIVING OF MANOKIN, LLC | 11974 EDGEHILL TERRACE |
| 215179 | AURORA SENIOR LIVING OF MANOKIN, LLC | 11974 EDGEHILL TERRACE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| PRINCESS ANNE | MD | 21853 | 4106510011 |
| PRINCESS ANNE | MD | 21853 | 4106510011 |
| PRINCESS ANNE | MD | 21853 | 4106510011 |
| PRINCESS ANNE | MD | 21853 | 4106510011 |
| PRINCESS ANNE | MD | 21853 | 4106510011 |
| PRINCESS ANNE | MD | 21853 | 4106510011 |
| PRINCESS ANNE | MD | 21853 | 4106510011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/05/2010 | 02/01/2010 |
| 01/20/2012 | 03/03/2012 |
| 01/20/2012 | 03/03/2012 |
| 01/31/2012 | 03/09/2012 |
| 07/23/2012 | 08/16/2012 |
| 07/23/2012 | 08/16/2012 |
| 07/23/2012 | 08/16/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| and provides supervision to prevent avoidable accidents. | | |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215179 | AURORA SENIOR LIVING OF MANOKIN, LLC | 11974 EDGEHILL TERRACE |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| PRINCESS ANNE | MD | 21853 | 4106510011 |
| MITCHELLVILLE | MD | 20721 | 3019259610 |
| MITCHELLVILLE | MD | 20721 | 3019259610 |
| MITCHELLVILLE | MD | 20721 | 3019259610 |
| MITCHELLVILLE | MD | 20721 | 3019259610 |
| MITCHELLVILLE | MD | 20721 | 3019259610 |
| MITCHELLVILLE | MD | 20721 | 3019259610 |
| MITCHELLVILLE | MD | 20721 | 3019259610 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/30/2012 | 10/31/2012 |
| 07/20/2011 | 09/03/2011 |
| 07/20/2011 | 09/03/2011 |
| 02/23/2012 | 04/01/2012 |
| 02/23/2012 | 04/01/2012 |
| 02/23/2012 | 04/01/2012 |
| 02/23/2012 | 04/01/2012 |
| 02/23/2012 | 04/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215180 | COLLINGTON EPISCOPAL LIFE CARE | 10450 LOTTSFORD ROAD |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| MITCHELLVILLE | MD | 20721 | 3019259610 |
| MITCHELLVILLE | MD | 20721 | 3019259610 |
| MITCHELLVILLE | MD | 20721 | 3019259610 |
| MITCHELLVILLE | MD | 20721 | 3019259610 |
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/23/2012 | 04/01/2012 |
| 02/23/2012 | 04/01/2012 |
| 05/31/2012 | 07/13/2012 |
| 05/31/2012 | 07/13/2012 |
| 06/11/2010 | 07/12/2010 |
| 06/11/2010 | 07/12/2010 |
| 06/09/2011 | 06/30/2011 |
| 06/09/2011 | 06/30/2011 |
| 06/09/2011 | 06/30/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21220 | 4106871383 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 06/09/2011 | 06/30/2011 |
| 06/09/2011 | 06/30/2011 |
| 06/09/2011 | 06/30/2011 |
| 06/09/2011 | 06/30/2011 |
| 10/04/2011 | 11/07/2011 |
| 12/08/2011 | 02/12/2012 |
| 12/08/2011 | 02/12/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| range of motion get proper treatment and services to increase range of motion. | | |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215181 | IVY HALL GERIATRIC REHABILITATION CENTER | 1300 WINDLASS DRIVE |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21220 | 4106871383 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/23/2012 | 03/09/2012 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| convey the resident's personal funds to the appropriate party responsible after the resident's death. | | |
| Provide activities to meet the interests and needs of each resident. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Few | 2 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Many | 1 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Provide routine and 24-hour emergency dental care for each resident. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/03/2010 | 04/11/2010 |
| 02/25/2010 | 05/03/2010 |
| 01/04/2011 | 01/31/2011 |
| 01/04/2011 | 01/31/2011 |
| 01/04/2011 | 01/31/2011 |
| 04/01/2011 | 04/29/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| controls and keeps infection from spreading. | | |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Some | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Quickly tell the resident's doctor the results of lab tests. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/01/2011 | 04/29/2011 |
| 04/20/2011 | 06/10/2011 |
| 04/20/2011 | 06/10/2011 |
| 04/20/2011 | 06/10/2011 |
| 04/20/2011 | 06/10/2011 |
| 04/20/2011 | 06/10/2011 |
| 04/20/2011 | 06/10/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Make sure that each residents' abilities in activities of daily living do not decline, unless unavoidable. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/20/2011 | 06/10/2011 |
| 04/20/2011 | 06/10/2011 |
| 04/20/2011 | 06/10/2011 |
| 04/20/2011 | 06/10/2011 |
| 04/20/2011 | 06/10/2011 |
| 04/20/2011 | 06/10/2011 |
| 08/15/2011 | 10/12/2011 |
| 08/15/2011 | 10/12/2011 |
| 08/15/2011 | 10/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| monitored to achieve highest well being. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/15/2011 | 10/12/2011 |
| 08/15/2011 | 10/12/2011 |
| 08/15/2011 | 10/12/2011 |
| 08/15/2011 | 10/12/2011 |
| 01/06/2012 | 02/17/2012 |
| 01/06/2012 | 02/17/2012 |
| 01/06/2012 | 02/17/2012 |
| 01/06/2012 | 02/17/2012 |
| 01/06/2012 | 02/17/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Provide routine and 24-hour emergency dental care for each resident. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Many | 1 |
| Have a program that investigates, controls and keeps infection from | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/01/2012 | 04/15/2012 |
| 03/01/2012 | 04/15/2012 |
| 03/01/2012 | 04/15/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| spreading. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Let residents voice a complaint or grievance without being treated differently or badly. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |
| 04/26/2012 | 06/10/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Post nurse staffing information/data on a daily basis. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Provide or obtain dental services for each resident. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215183 | FAYETTE HEALTH AND REHABILITATION CENTER | 1217 WEST FAYETTE STREET |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| BALTIMORE | MD | 21223 | 4107273947 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/26/2012 | 08/01/2012 |
| 06/26/2012 | 08/01/2012 |
| 06/26/2012 | 08/01/2012 |
| 08/13/2009 | 09/25/2009 |
| 06/28/2010 | 07/17/2010 |
| 06/28/2010 | 07/17/2010 |
| 03/11/2011 | 03/21/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| meet professional standards. | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Few | 2 |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Few | 3 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/17/2011 | 07/25/2011 |
| 06/17/2011 | 07/25/2011 |
| 02/13/2012 | 03/16/2012 |
| 02/13/2012 | 03/16/2012 |
| 02/13/2012 | 03/16/2012 |
| 02/13/2012 | 03/16/2012 |
| 06/12/2012 | 07/23/2012 |
| 06/12/2012 | 07/23/2012 |
| 06/12/2012 | 07/23/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| (injury/decline/room, etc.) that affect the resident. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Train all employees on what to do in an emergency, and carry out announced staff drills. | Many | 1 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215184 | GOLDEN LIVING CENTER - FREDERICK | 30 NORTH PLACE |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| FREDERICK | MD | 21701 | 3016956618 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/12/2012 | 07/23/2012 |
| 06/12/2012 | 07/23/2012 |
| 06/12/2012 | 07/23/2012 |
| 09/01/2009 | 10/02/2009 |
| 09/01/2009 | 10/02/2009 |
| 01/08/2010 | 03/04/2010 |
| 01/20/2010 | 02/26/2010 |
| 03/05/2010 | 04/03/2010 |
| 04/07/2010 | 04/29/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| and provides supervision to prevent avoidable accidents. | | |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |
| 215186 | FUTURE CARE CHESAPEAKE | 305 COLLEGE PARKWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |
| ARNOLD | MD | 21012 | 4106470015 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/02/2010 | 07/14/2010 |
| 06/02/2010 | 07/14/2010 |
| 10/28/2011 | 11/18/2011 |
| 10/28/2011 | 11/18/2011 |
| 02/28/2012 | 03/26/2012 |
| 02/28/2012 | 03/26/2012 |
| 02/28/2012 | 03/26/2012 |
| 03/29/2012 | 04/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| timely manner to meet the needs of residents. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Assist those residents who need total help with eating/drinking, grooming and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 08/10/2009 | 09/29/2009 |
| 08/10/2009 | 09/29/2009 |
| 04/12/2010 | 06/10/2010 |
| 04/12/2010 | 06/10/2010 |
| 04/12/2010 | 06/10/2010 |
| 04/12/2010 | 06/10/2010 |
| 04/12/2010 | 06/10/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| help with eating/drinking, grooming and personal and oral hygiene. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/12/2010 | 06/10/2010 |
| 04/12/2010 | 06/10/2010 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Give notice to the resident before a room or roommate change. | Some | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 1 |
| Make sure services provided by the nursing facility meet professional | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 04/14/2011 | 04/15/2011 |
| 11/18/2011 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| nursing facility meet professional standards of quality. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Some | 1 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215187 | BETHESDA HEALTH AND REHABILITATION | 5721 GROSVENOR LANE |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| BETHESDA | MD | 20814 | 3015301600 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/17/2012 | 03/02/2012 |
| 01/17/2012 | 03/02/2012 |
| 02/10/2012 | 03/15/2012 |
| 07/11/2012 | Not Available |
| 11/10/2009 | 12/29/2009 |
| 01/04/2010 | 01/15/2010 |
| 02/25/2011 | 03/29/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| 1) Hire only people with 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. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 1 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| 1) Hire only people with 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. | Few | 2 |
| Provide medically-related social services to help each resident achieve the highest possible quality of life. | Some | 1 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |
| 04/15/2011 | 05/20/2011 |
| 07/20/2011 | 07/20/2011 |
| 11/14/2011 | 12/02/2011 |
| 11/14/2011 | 12/12/2011 |
| 11/30/2011 | 12/20/2011 |
| 11/30/2011 | 12/20/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| and provides supervision to prevent avoidable accidents. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Some | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215188 | CALVERT COUNTY NURSING CTR. | 85 HOSPITAL ROAD |
| 215189 | CALVERT MANOR HEALTH CARE CENT | 1881 TELEGRAPH ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| PRINCE FREDERICK | MD | 20678 | 4105352300 |
| RISING SUN | MD | 21911 | 4106586555 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/01/2012 | 07/13/2012 |
| 06/01/2012 | 07/13/2012 |
| 06/01/2012 | 07/13/2012 |
| 06/01/2012 | 07/13/2012 |
| 06/01/2012 | 07/13/2012 |
| 06/01/2012 | 07/13/2012 |
| 06/01/2012 | 07/13/2012 |
| 04/12/2011 | 06/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| convey the resident's personal funds to the appropriate party responsible after the resident's death. | | |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215189 | CALVERT MANOR HEALTH CARE CENT | 1881 TELEGRAPH ROAD |
| 215191 | SIGNATURE HEALTHCARE AT MALLARD BAY | 520 GLENBURN AVENUE |
| 215191 | SIGNATURE HEALTHCARE AT MALLARD BAY | 520 GLENBURN AVENUE |
| 215191 | SIGNATURE HEALTHCARE AT MALLARD BAY | 520 GLENBURN AVENUE |
| 215191 | SIGNATURE HEALTHCARE AT MALLARD BAY | 520 GLENBURN AVENUE |
| 215191 | SIGNATURE HEALTHCARE AT MALLARD BAY | 520 GLENBURN AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RISING SUN | MD | 21911 | 4106586555 |
| CAMBRIDGE | MD | 21613 | 4102289191 |
| CAMBRIDGE | MD | 21613 | 4102289191 |
| CAMBRIDGE | MD | 21613 | 4102289191 |
| CAMBRIDGE | MD | 21613 | 4102289191 |
| CAMBRIDGE | MD | 21613 | 4102289191 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/01/2011 | 01/31/2012 |
| 07/30/2010 | 09/27/2010 |
| 12/16/2011 | 02/15/2012 |
| 12/16/2011 | 02/15/2012 |
| 12/16/2011 | 02/15/2012 |
| 12/16/2011 | 02/15/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| 1) Hire only people with 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. | Some | 1 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 3 |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215191 | SIGNATURE HEALTHCARE AT MALLARD BAY | 520 GLENBURN AVENUE |
| 215191 | SIGNATURE HEALTHCARE AT MALLARD BAY | 520 GLENBURN AVENUE |
| 215192 | FUTURE CARE CHERRYWOOD | 12020 REISTERSTOWN ROAD |
| 215192 | FUTURE CARE CHERRYWOOD | 12020 REISTERSTOWN ROAD |
| 215192 | FUTURE CARE CHERRYWOOD | 12020 REISTERSTOWN ROAD |
| 215192 | FUTURE CARE CHERRYWOOD | 12020 REISTERSTOWN ROAD |
| 215192 | FUTURE CARE CHERRYWOOD | 12020 REISTERSTOWN ROAD |
| 215192 | FUTURE CARE CHERRYWOOD | 12020 REISTERSTOWN ROAD |
| 215192 | FUTURE CARE CHERRYWOOD | 12020 REISTERSTOWN ROAD |
| 215192 | FUTURE CARE CHERRYWOOD | 12020 REISTERSTOWN ROAD |
| 215193 | AUGSBURG LUTHERAN HOME | 6811 CAMPFIELD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CAMBRIDGE | MD | 21613 | 4102289191 |
| CAMBRIDGE | MD | 21613 | 4102289191 |
| REISTERSTOWN | MD | 21136 | 4108333801 |
| REISTERSTOWN | MD | 21136 | 4108333801 |
| REISTERSTOWN | MD | 21136 | 4108333801 |
| REISTERSTOWN | MD | 21136 | 4108333801 |
| REISTERSTOWN | MD | 21136 | 4108333801 |
| REISTERSTOWN | MD | 21136 | 4108333801 |
| REISTERSTOWN | MD | 21136 | 4108333801 |
| REISTERSTOWN | MD | 21136 | 4108333801 |
| BALTIMORE | MD | 21207 | 4104864573 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/18/2012 | 08/03/2012 |
| 07/18/2012 | 08/03/2012 |
| 12/14/2010 | 01/31/2011 |
| 02/25/2011 | 03/08/2011 |
| 04/05/2011 | 05/20/2011 |
| 07/19/2011 | 07/27/2011 |
| 11/30/2011 | 12/16/2011 |
| 11/30/2011 | 12/16/2011 |
| 11/30/2011 | 12/16/2011 |
| 03/21/2011 | 04/19/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| Provide housekeeping and maintenance services. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Let the resident or the resident's legal representative the right to access or | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215193 | AUGSBURG LUTHERAN HOME | 6811 CAMPFIELD ROAD |
| 215193 | AUGSBURG LUTHERAN HOME | 6811 CAMPFIELD ROAD |
| 215193 | AUGSBURG LUTHERAN HOME | 6811 CAMPFIELD ROAD |
| 215193 | AUGSBURG LUTHERAN HOME | 6811 CAMPFIELD ROAD |
| 215193 | AUGSBURG LUTHERAN HOME | 6811 CAMPFIELD ROAD |
| 215193 | AUGSBURG LUTHERAN HOME | 6811 CAMPFIELD ROAD |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21207 | 4104864573 |
| BALTIMORE | MD | 21207 | 4104864573 |
| BALTIMORE | MD | 21207 | 4104864573 |
| BALTIMORE | MD | 21207 | 4104864573 |
| BALTIMORE | MD | 21207 | 4104864573 |
| BALTIMORE | MD | 21207 | 4104864573 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/21/2011 | 04/21/2011 |
| 03/21/2011 | 05/15/2011 |
| 04/03/2012 | 06/07/2012 |
| 04/03/2012 | 06/07/2012 |
| 05/22/2012 | 06/14/2012 |
| 05/22/2012 | 06/14/2012 |
| 09/28/2009 | 11/09/2009 |
| 09/28/2009 | 11/09/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| representative the right to access or purchase copies of all records. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Provide adequate and comfortable lighting levels in all areas. | Many | 1 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/28/2009 | 11/09/2009 |
| 09/28/2009 | 11/09/2009 |
| 09/28/2009 | 11/09/2009 |
| 09/28/2009 | 11/09/2009 |
| 02/26/2010 | 03/11/2010 |
| 02/26/2010 | 03/11/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| meets all of a resident's needs, with timetables and actions that can be measured. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks | Some | 4 |

| | | |
|---|---|---|
| | | DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/12/2010 | 04/12/2010 |
| 03/12/2010 | 04/12/2010 |
| 03/12/2010 | 04/12/2010 |
| 09/23/2010 | 10/28/2010 |
| 09/23/2010 | 10/28/2010 |
| 03/22/2011 | 04/15/2011 |
| 06/02/2011 | 07/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| free from accident hazards and risks and provides supervision to prevent avoidable accidents. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating | Few | 2 |

| | | |
|---|---|---|
| | | DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Provide food in a way that meets a resident's needs. | Some | 2 |

| | | |
|---|---|---|
| | | DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 06/02/2011 | 07/15/2011 |
| 10/07/2011 | 11/14/2011 |
| 11/15/2011 | 12/28/2011 |
| 11/15/2011 | 12/28/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| resident's needs. | | |
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215194 | FOREST HILL HEALTH AND REHABILITATION CENTER | 109 FOREST VALLEY DRIVE |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| FOREST HILL | MD | 21050 | 4108380101 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 11/15/2011 | 12/28/2011 |
| 11/22/2011 | 01/23/2012 |
| 11/22/2011 | 01/23/2012 |
| 11/22/2011 | 01/23/2012 |
| 06/22/2012 | 07/30/2012 |
| 08/25/2009 | 09/18/2009 |
| 08/25/2009 | 10/09/2009 |
| 08/25/2009 | 10/09/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| timetables and actions that can be measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/25/2009 | 09/04/2009 |
| 08/25/2009 | 09/04/2009 |
| 08/25/2009 | 09/11/2009 |
| 08/25/2009 | 09/11/2009 |
| 08/25/2009 | 09/11/2009 |
| 08/25/2009 | 09/11/2009 |
| 08/25/2009 | 09/11/2009 |
| 08/25/2009 | 09/18/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that residents receive proper treatment and assistive devices to maintain their vision and hearing. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Make sure that doctors visit residents regularly, as required. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | HEIGHTS | AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/25/2009 | 09/30/2009 |
| 03/02/2010 | 03/18/2010 |
| 03/02/2010 | 03/18/2010 |
| 05/25/2010 | 05/26/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| regularly, as required. | | |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Maintain comfortable and safe temperature levels. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |
| 07/02/2010 | 08/12/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| timetables and actions that can be measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215195 | BRIDGEPARK HEALTHCARE CENTER - FRM LIBERTY HEIGHTS | 4017 LIBERTY HEIGHTS AVE. |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| BALTIMORE | MD | 21207 | 4105425306 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/20/2010 | 11/24/2010 |
| 09/08/2011 | 10/15/2011 |
| 09/08/2011 | 10/15/2011 |
| 09/08/2011 | 10/15/2011 |
| 09/08/2011 | 10/15/2011 |
| 09/08/2011 | 10/15/2011 |
| 02/15/2012 | 02/15/2012 |
| 08/25/2009 | 09/11/2009 |
| 09/01/2009 | 09/16/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 2 |
| Have a detailed, written plan for disasters and emergencies, such as fire, severe weather, and missing residents. | Many | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give notice to the resident before a room or roommate change. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/01/2009 | 09/23/2009 |
| 10/01/2009 | 11/15/2009 |
| 10/01/2009 | 11/15/2009 |
| 10/01/2009 | 11/15/2009 |
| 02/01/2010 | 03/18/2010 |
| 02/01/2010 | 03/18/2010 |
| 02/01/2010 | 03/18/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Some | 1 |
| 1) Hire only people with 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. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/01/2010 | 03/18/2010 |
| 02/01/2010 | 03/18/2010 |
| 02/01/2010 | 03/18/2010 |
| 02/01/2010 | 03/18/2010 |
| 02/01/2010 | 03/18/2010 |
| 02/01/2010 | 03/18/2010 |
| 02/01/2010 | 03/18/2010 |
| 02/01/2010 | 03/18/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| meets all of a resident's needs, with timetables and actions that can be measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/15/2010 | 07/15/2010 |
| 06/15/2010 | 07/15/2010 |
| 06/15/2010 | 07/15/2010 |
| 06/15/2010 | 07/15/2010 |
| 06/15/2010 | 07/15/2010 |
| 09/08/2010 | 10/08/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| clinical records on each resident that meet professional standards. | | |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Some | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215197 | FOX CHASE REHAB & NURSING CENTER | 2015 EAST-WEST HIGHWAY |
| 215198 | WILLIAMSPORT NURSING HOME | 154 N. ARTIZAN STREET |
| 215198 | WILLIAMSPORT NURSING HOME | 154 N. ARTIZAN STREET |
| 215198 | WILLIAMSPORT NURSING HOME | 154 N. ARTIZAN STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| SILVER SPRING | MD | 20910 | 3015872400 |
| WILLIAMSPORT | MD | 21795 | 3012237971 |
| WILLIAMSPORT | MD | 21795 | 3012237971 |
| WILLIAMSPORT | MD | 21795 | 3012237971 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/08/2010 | 10/08/2010 |
| 09/08/2010 | 10/08/2010 |
| 09/23/2010 | 10/15/2010 |
| 04/27/2012 | 06/30/2012 |
| 04/27/2012 | 06/30/2012 |
| 10/26/2010 | 12/30/2010 |
| 08/25/2011 | 09/01/2011 |
| 08/25/2011 | 09/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 3 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215198 | WILLIAMSPORT NURSING HOME | 154 N. ARTIZAN STREET |
| 215198 | WILLIAMSPORT NURSING HOME | 154 N. ARTIZAN STREET |
| 215198 | WILLIAMSPORT NURSING HOME | 154 N. ARTIZAN STREET |
| 215198 | WILLIAMSPORT NURSING HOME | 154 N. ARTIZAN STREET |
| 215198 | WILLIAMSPORT NURSING HOME | 154 N. ARTIZAN STREET |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WILLIAMSPORT | MD | 21795 | 3012237971 |
| WILLIAMSPORT | MD | 21795 | 3012237971 |
| WILLIAMSPORT | MD | 21795 | 3012237971 |
| WILLIAMSPORT | MD | 21795 | 3012237971 |
| WILLIAMSPORT | MD | 21795 | 3012237971 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/25/2011 | 09/01/2011 |
| 08/25/2011 | 09/01/2011 |
| 08/25/2011 | 09/01/2011 |
| 08/25/2011 | 09/01/2011 |
| 07/12/2012 | 08/03/2012 |
| 12/15/2009 | 01/30/2010 |
| 12/15/2009 | 01/30/2010 |
| 12/15/2009 | 01/30/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Provide activities to meet the interests and needs of each resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/15/2009 | 01/30/2010 |
| 12/15/2009 | 01/30/2010 |
| 06/16/2010 | 07/30/2010 |
| 06/16/2010 | 07/30/2010 |
| 09/09/2010 | 09/10/2010 |
| 09/09/2010 | 09/10/2010 |
| 03/17/2011 | 04/30/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/17/2011 | 04/30/2011 |
| 03/17/2011 | 04/30/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents receive treatment/services to not only continue, | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| treatment/services to not only continue, but improve the ability to care for themselves. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215199 | VINDOBONA NURSING HOME | 6012 JEFFERSON BLVD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BRADDOCK HEIGHTS | MD | 21714 | 3013717160 |
| SANDY SPRING | MD | 20860 | 3019245176 |
| SANDY SPRING | MD | 20860 | 3019245176 |
| SANDY SPRING | MD | 20860 | 3019245176 |
| SANDY SPRING | MD | 20860 | 3019245176 |
| SANDY SPRING | MD | 20860 | 3019245176 |
| SANDY SPRING | MD | 20860 | 3019245176 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 04/01/2011 | 05/15/2011 |
| 12/17/2009 | 01/07/2010 |
| 12/17/2009 | 01/07/2010 |
| 12/17/2009 | 01/07/2010 |
| 12/17/2009 | 01/07/2010 |
| 12/17/2009 | 01/07/2010 |
| 12/17/2009 | 01/07/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| timely manner to meet the needs of residents. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that doctors visit residents regularly, as required. | Some | 1 |

| | | |
|---|---|---|
| | | ROAD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |
| 215200 | BROOKE GROVE REHAB. & NSG CTR | 18131 SLADE SCHOOL ROAD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SANDY SPRING | MD | 20860 | 3019245176 |
| SANDY SPRING | MD | 20860 | 3019245176 |
| SANDY SPRING | MD | 20860 | 3019245176 |
| SANDY SPRING | MD | 20860 | 3019245176 |
| SANDY SPRING | MD | 20860 | 3019245176 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/23/2010 | 03/26/2010 |
| 02/23/2010 | 03/26/2010 |
| 02/23/2010 | 03/26/2010 |
| 02/10/2012 | 02/16/2012 |
| 02/10/2012 | 03/09/2012 |
| 09/16/2009 | 10/23/2009 |
| 09/16/2009 | 10/23/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| regularly, as required. | | |
| 1) Hire only people with 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. | Some | 1 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/16/2009 | 10/23/2009 |
| 01/19/2010 | Not Available |
| 03/19/2010 | 05/27/2010 |
| 03/19/2010 | 05/27/2010 |
| 03/19/2010 | 05/27/2010 |
| 03/19/2010 | 05/27/2010 |
| 03/19/2010 | 05/27/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Check and assess each resident's assessment at least every 3 months. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/19/2010 | 05/27/2010 |
| 03/19/2010 | 05/27/2010 |
| 03/19/2010 | 05/27/2010 |
| 03/19/2010 | 05/27/2010 |
| 03/19/2010 | 05/27/2010 |
| 03/19/2010 | 05/27/2010 |
| 03/19/2010 | 05/27/2010 |
| 06/28/2010 | 08/31/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| timetables and actions that can be measured. | | |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/28/2010 | 08/31/2010 |
| 09/02/2010 | 10/15/2010 |
| 09/02/2010 | 10/15/2010 |
| 01/31/2011 | 03/04/2011 |
| 05/23/2011 | 07/22/2011 |
| 05/23/2011 | 07/22/2011 |
| 05/23/2011 | 07/22/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| (injury/decline/room, etc.) that affect the resident. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |
| BALTIMORE | MD | 21221 | 4105741400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/23/2011 | 07/22/2011 |
| 05/23/2011 | 07/22/2011 |
| 05/23/2011 | 07/22/2011 |
| 05/23/2011 | 07/22/2011 |
| 05/23/2011 | 07/22/2011 |
| 05/23/2011 | 07/22/2011 |
| 05/23/2011 | 07/22/2011 |
| 01/13/2012 | 03/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215203 | RIVERVIEW REHABILITATION & HEALTH CENTER | 1 EASTERN BOULEVARD |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21221 | 4105741400 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/13/2012 | 03/01/2012 |
| 09/15/2009 | 10/12/2009 |
| 09/15/2009 | 10/12/2009 |
| 09/15/2009 | 10/12/2009 |
| 01/22/2010 | 03/08/2010 |
| 01/22/2010 | 03/08/2010 |
| 01/22/2010 | 03/08/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| resident's personal money which is deposited with the nursing home. | | |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Some | 2 |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/22/2010 | 03/08/2010 |
| 01/22/2010 | 03/08/2010 |
| 01/22/2010 | 03/08/2010 |
| 01/22/2010 | 03/08/2010 |
| 01/22/2010 | 03/08/2010 |
| 01/22/2010 | 03/08/2010 |
| 01/22/2010 | 03/08/2010 |
| 01/22/2010 | 03/08/2010 |
| 01/22/2010 | 03/08/2010 |
| 04/14/2011 | 05/11/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Provide rooms that are at least 80 square feet per resident in multiple rooms and 100 square feet for single resident rooms. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/14/2011 | 05/11/2011 |
| 04/14/2011 | 05/11/2011 |
| 04/14/2011 | 05/11/2011 |
| 04/14/2011 | 05/11/2011 |
| 04/14/2011 | 05/11/2011 |
| 05/04/2012 | 05/30/2012 |
| 05/04/2012 | 05/30/2012 |
| 05/04/2012 | 05/30/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| medical records private and confidential. | | |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Review or revise the resident's care plan after any major change in a resident's physical or mental health. | Few | 2 |
| Develop a complete care plan that | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215204 | HOLLY HILL NURSING AND REHABILITATION CENTER | 531 STEVENSON LANE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| TOWSON | MD | 21286 | 4108235310 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/04/2012 | 05/30/2012 |
| 05/04/2012 | 05/30/2012 |
| 05/04/2012 | 05/30/2012 |
| 05/04/2012 | 05/30/2012 |
| 05/04/2012 | 05/30/2012 |
| 08/07/2009 | 10/02/2009 |
| 08/07/2009 | 10/02/2009 |
| 08/07/2009 | 10/02/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| meets all of a resident's needs, with timetables and actions that can be measured. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Some | 4 |
| Provide rooms that are at least 80 square feet per resident in multiple rooms and 100 square feet for single resident rooms. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/07/2009 | 10/02/2009 |
| 08/07/2009 | 10/02/2009 |
| 12/01/2009 | 01/15/2010 |
| 12/01/2009 | 01/15/2010 |
| 04/15/2010 | 05/29/2010 |
| 10/15/2010 | 11/29/2010 |
| 10/15/2010 | 11/29/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| spreading. | | |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/15/2010 | 11/29/2010 |
| 02/25/2011 | 04/08/2011 |
| 02/25/2011 | 04/08/2011 |
| 02/25/2011 | 04/08/2011 |
| 02/25/2011 | 04/08/2011 |
| 02/25/2011 | 04/08/2011 |
| 02/25/2011 | 04/08/2011 |
| 02/25/2011 | 04/08/2011 |
| 12/12/2011 | 01/26/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Provide rooms that are at least 80 square feet per resident in multiple rooms and 100 square feet for single resident rooms. | Many | 1 |
| Provide housekeeping and maintenance services. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215207 | LOCHEARN NURSING HOME, LLC | 4800 SETON DRIVE |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21215 | 4103583410 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/12/2011 | 01/26/2012 |
| 03/20/2012 | 05/02/2012 |
| 06/29/2012 | 08/15/2012 |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Have a program that investigates, controls and keeps infection from spreading. | Many | 1 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Provide activities to meet the interests and needs of each resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 12/15/2009 | Not Available |
| 08/05/2010 | 09/15/2010 |
| 01/28/2011 | 04/04/2011 |
| 01/28/2011 | 04/04/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | | |
| Provide or obtain dental services for each resident. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/28/2011 | 04/04/2011 |
| 01/28/2011 | 04/04/2011 |
| 01/28/2011 | 04/04/2011 |
| 01/28/2011 | 04/04/2011 |
| 01/28/2011 | 04/04/2011 |
| 01/28/2011 | 04/04/2011 |
| 05/31/2011 | 06/12/2011 |
| 05/31/2011 | 06/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 4 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/01/2011 | 12/23/2011 |
| 12/01/2011 | 12/23/2011 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| clinical records on each resident that meet professional standards. | | |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |
| 03/06/2012 | 04/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| drug/medication is managed and monitored to achieve highest well being. | | |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215209 | OVERLEA HEALTH AND REHABILITATION CENTER | 6116 BELAIR ROAD |
| 215211 | FRIENDS NURSING HOME | 17340 QUAKER LANE |
| 215211 | FRIENDS NURSING HOME | 17340 QUAKER LANE |
| 215211 | FRIENDS NURSING HOME | 17340 QUAKER LANE |
| 215211 | FRIENDS NURSING HOME | 17340 QUAKER LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| BALTIMORE | MD | 21206 | 4104261424 |
| SANDY SPRING | MD | 20860 | 3019244900 |
| SANDY SPRING | MD | 20860 | 3019244900 |
| SANDY SPRING | MD | 20860 | 3019244900 |
| SANDY SPRING | MD | 20860 | 3019244900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/06/2012 | 04/20/2012 |
| 08/01/2012 | 10/26/2012 |
| 08/01/2012 | 10/26/2012 |
| 05/20/2010 | 05/20/2010 |
| 05/20/2010 | 05/24/2010 |
| 05/20/2010 | 06/16/2010 |
| 05/20/2010 | 05/21/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| meet professional standards. | | |
| Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | Few | 2 |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Some | 1 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215211 | FRIENDS NURSING HOME | 17340 QUAKER LANE |
| 215211 | FRIENDS NURSING HOME | 17340 QUAKER LANE |
| 215211 | FRIENDS NURSING HOME | 17340 QUAKER LANE |
| 215211 | FRIENDS NURSING HOME | 17340 QUAKER LANE |
| 215211 | FRIENDS NURSING HOME | 17340 QUAKER LANE |
| 215212 | HILLHAVEN NURSING CENTER | 3210 POWDER MILL ROAD |
| 215215 | ALICE MANOR NURSING HOME | 2095 ROCKROSE AVENUE |
| 215215 | ALICE MANOR NURSING HOME | 2095 ROCKROSE AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SANDY SPRING | MD | 20860 | 3019244900 |
| SANDY SPRING | MD | 20860 | 3019244900 |
| SANDY SPRING | MD | 20860 | 3019244900 |
| SANDY SPRING | MD | 20860 | 3019244900 |
| SANDY SPRING | MD | 20860 | 3019244900 |
| ADELPHI | MD | 20783 | 3019373939 |
| BALTIMORE | MD | 21211 | 4108899700 |
| BALTIMORE | MD | 21211 | 4108899700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/20/2010 | 06/09/2010 |
| 05/20/2010 | 06/08/2010 |
| 05/20/2010 | 06/08/2010 |
| 05/20/2010 | 06/16/2010 |
| 02/14/2012 | 02/27/2012 |
| 10/26/2011 | 12/15/2011 |
| 10/07/2010 | 11/08/2010 |
| 12/06/2011 | 12/31/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Some | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215215 | ALICE MANOR NURSING HOME | 2095 ROCKROSE AVENUE |
| 215215 | ALICE MANOR NURSING HOME | 2095 ROCKROSE AVENUE |
| 215215 | ALICE MANOR NURSING HOME | 2095 ROCKROSE AVENUE |
| 215215 | ALICE MANOR NURSING HOME | 2095 ROCKROSE AVENUE |
| 215215 | ALICE MANOR NURSING HOME | 2095 ROCKROSE AVENUE |
| 215215 | ALICE MANOR NURSING HOME | 2095 ROCKROSE AVENUE |
| 215215 | ALICE MANOR NURSING HOME | 2095 ROCKROSE AVENUE |
| 215215 | ALICE MANOR NURSING HOME | 2095 ROCKROSE AVENUE |
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21211 | 4108899700 |
| BALTIMORE | MD | 21211 | 4108899700 |
| BALTIMORE | MD | 21211 | 4108899700 |
| BALTIMORE | MD | 21211 | 4108899700 |
| BALTIMORE | MD | 21211 | 4108899700 |
| BALTIMORE | MD | 21211 | 4108899700 |
| BALTIMORE | MD | 21211 | 4108899700 |
| BALTIMORE | MD | 21211 | 4108899700 |
| OAKLAND | MD | 21550 | 3013348700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/06/2011 | 12/31/2011 |
| 07/16/2012 | 08/07/2012 |
| 07/16/2012 | 08/07/2012 |
| 07/16/2012 | 08/07/2012 |
| 07/16/2012 | 08/07/2012 |
| 07/16/2012 | 08/07/2012 |
| 07/16/2012 | 08/07/2012 |
| 01/20/2010 | 01/28/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| deposited with the nursing home. | | |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Provide bedrooms that don't allow residents to see each other when privacy is needed. | Many | 1 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| OAKLAND | MD | 21550 | 3013348700 |
| OAKLAND | MD | 21550 | 3013348700 |
| OAKLAND | MD | 21550 | 3013348700 |
| OAKLAND | MD | 21550 | 3013348700 |
| OAKLAND | MD | 21550 | 3013348700 |
| OAKLAND | MD | 21550 | 3013348700 |
| OAKLAND | MD | 21550 | 3013348700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 01/20/2010 | 01/28/2010 |
| 12/13/2011 | 02/02/2012 |
| 04/23/2012 | 05/17/2012 |
| 06/21/2012 | 07/17/2012 |
| 06/21/2012 | 07/17/2012 |
| 06/21/2012 | 07/17/2012 |
| 06/21/2012 | 07/17/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| 1) Hire only people with 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. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |
| 215216 | DENNETT ROAD MANOR | 1113 MARY DRIVE |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| OAKLAND | MD | 21550 | 3013348700 |
| OAKLAND | MD | 21550 | 3013348700 |
| OAKLAND | MD | 21550 | 3013348700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/21/2012 | 07/17/2012 |
| 06/21/2012 | 07/17/2012 |
| 06/21/2012 | 07/17/2012 |
| 08/05/2009 | 09/17/2009 |
| 10/14/2009 | 11/20/2009 |
| 10/14/2009 | 11/20/2009 |
| 05/06/2010 | 06/11/2010 |
| 05/06/2010 | 06/11/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Many | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/22/2011 | 04/15/2011 |
| 02/22/2011 | 04/15/2011 |
| 06/28/2011 | 08/15/2011 |
| 06/28/2011 | 08/15/2011 |
| 06/28/2011 | 08/15/2011 |
| 06/28/2011 | 08/15/2011 |
| 06/28/2011 | 08/15/2011 |
| 01/12/2012 | 02/17/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| meet professional standards. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Few | 2 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 01/12/2012 | 02/17/2012 |
| 04/03/2012 | 04/25/2012 |
| 04/05/2012 | 04/27/2012 |
| 08/09/2012 | 08/31/2012 |
| 08/28/2012 | 10/05/2012 |
| 08/28/2012 | 10/05/2012 |
| 08/28/2012 | 10/05/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| and provides supervision to prevent avoidable accidents. | | |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Honor all of the resident's rights as a resident of the nursing home, free of coercion and reprisal, and as a citizen or resident of the United States. | Few | 3 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

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|---|---|---|---|
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |
| FREDERICK | MD | 21701 | 3016628700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/28/2012 | 10/05/2012 |
| 08/28/2012 | 10/05/2012 |
| 08/28/2012 | 10/05/2012 |
| 08/28/2012 | 10/05/2012 |
| 08/28/2012 | 10/05/2012 |
| 08/28/2012 | 10/05/2012 |
| 08/28/2012 | 10/05/2012 |
| 08/28/2012 | 10/05/2012 |
| 08/28/2012 | 10/05/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| drug/medication is managed and monitored to achieve highest well being. | | |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Some | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215217 | NORTHAMPTON MANOR | 200 EAST 16TH STREET |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FREDERICK | MD | 21701 | 3016628700 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/28/2012 | 10/05/2012 |
| 07/14/2009 | 08/10/2009 |
| 07/22/2009 | 08/10/2009 |
| 07/22/2009 | 08/10/2009 |
| 09/24/2009 | 11/01/2009 |
| 10/08/2010 | 11/20/2010 |
| 10/08/2010 | 11/20/2010 |
| 10/08/2010 | 11/20/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| insects, or other pests. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide food in a way that meets a resident's needs. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Keep accurate, complete and organized | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

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|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 11/04/2010 | 11/20/2010 |
| 11/04/2010 | 11/20/2010 |
| 02/02/2011 | 03/19/2011 |
| 02/02/2011 | 03/19/2011 |
| 02/16/2011 | 04/02/2011 |
| 02/16/2011 | 04/02/2011 |
| 02/24/2011 | 04/10/2011 |
| 02/24/2011 | 04/10/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| clinical records on each resident that meet professional standards. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Notify the resident or provide reasons for a transfer or discharge. | Some | 2 |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed. | Some | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

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|---|---|---|---|
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/24/2011 | 04/10/2011 |
| 05/10/2011 | 06/10/2011 |
| 05/10/2011 | 06/10/2011 |
| 05/10/2011 | 06/10/2011 |
| 02/24/2012 | 04/20/2012 |
| 05/16/2012 | 07/30/2012 |
| 05/16/2012 | 07/30/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Some | 1 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

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|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |
| BALTIMORE | MD | 21229 | 4109473052 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 05/16/2012 | 07/30/2012 |
| 05/16/2012 | 07/30/2012 |
| 05/16/2012 | 07/30/2012 |
| 05/16/2012 | 07/30/2012 |
| 05/16/2012 | 07/30/2012 |
| 05/16/2012 | 07/30/2012 |
| 05/16/2012 | 07/30/2012 |
| 06/20/2012 | 07/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| his or her interests, assessment, and plan of care. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Provide food in a way that meets a resident's needs. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215219 | FUTURE CARE IRVINGTON | 22 SOUTH ATHOL AVENUE |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4109473052 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/20/2012 | 07/20/2012 |
| 06/11/2010 | 07/30/2010 |
| 06/11/2010 | 07/30/2010 |
| 06/11/2010 | 06/30/2010 |
| 06/11/2010 | 06/30/2010 |
| 04/29/2011 | 05/31/2011 |
| 06/03/2011 | 07/08/2011 |
| 06/03/2011 | 07/08/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Provide adequate and comfortable lighting levels in all areas. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/03/2011 | 07/08/2011 |
| 06/03/2011 | 07/08/2011 |
| 06/03/2011 | 07/08/2011 |
| 06/03/2011 | 07/08/2011 |
| 03/16/2012 | 07/12/2012 |
| 03/16/2012 | 07/12/2012 |
| 03/16/2012 | 07/12/2012 |
| 03/16/2012 | 07/12/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| services. | | |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |
| 215220 | MID-ATLANTIC OF CHAPEL HILL, LLC | 4511 ROBOSSON ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |
| RANDALLSTOWN | MD | 21133 | 4109222443 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/16/2012 | 07/12/2012 |
| 03/16/2012 | 07/12/2012 |
| 06/28/2012 | 08/06/2012 |
| 07/25/2012 | 10/10/2012 |
| 07/25/2012 | 10/10/2012 |
| 07/25/2012 | 10/10/2012 |
| 08/29/2012 | 09/27/2012 |
| 08/29/2012 | 09/27/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| residents, workers, and the public. | | |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Many | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Provide proof that all residents' personal money which is deposited with the nursing home, is secure. | Many | 1 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215221 | CHESAPEAKE WOODS CENTER | 525 GLENBURN AVENUE |
| 215221 | CHESAPEAKE WOODS CENTER | 525 GLENBURN AVENUE |
| 215221 | CHESAPEAKE WOODS CENTER | 525 GLENBURN AVENUE |
| 215221 | CHESAPEAKE WOODS CENTER | 525 GLENBURN AVENUE |
| 215221 | CHESAPEAKE WOODS CENTER | 525 GLENBURN AVENUE |
| 215223 | CHARLESTOWN CARE CENTER | 709 MAIDEN CHOICE LANE |
| 215223 | CHARLESTOWN CARE CENTER | 709 MAIDEN CHOICE LANE |
| 215223 | CHARLESTOWN CARE CENTER | 709 MAIDEN CHOICE LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CAMBRIDGE | MD | 21613 | 4102211400 |
| CAMBRIDGE | MD | 21613 | 4102211400 |
| CAMBRIDGE | MD | 21613 | 4102211400 |
| CAMBRIDGE | MD | 21613 | 4102211400 |
| CAMBRIDGE | MD | 21613 | 4102211400 |
| CATONSVILLE | MD | 21228 | 4102479700 |
| CATONSVILLE | MD | 21228 | 4102479700 |
| CATONSVILLE | MD | 21228 | 4102479700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/19/2011 | 06/21/2011 |
| 01/31/2012 | 01/31/2012 |
| 01/31/2012 | 03/21/2012 |
| 01/31/2012 | 03/21/2012 |
| 01/31/2012 | 03/21/2012 |
| 06/09/2011 | 07/01/2011 |
| 06/09/2011 | 07/01/2011 |
| 06/09/2011 | 07/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 3 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Some | 4 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 4 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 4 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215223 | CHARLESTOWN CARE CENTER | 709 MAIDEN CHOICE LANE |
| 215223 | CHARLESTOWN CARE CENTER | 709 MAIDEN CHOICE LANE |
| 215223 | CHARLESTOWN CARE CENTER | 709 MAIDEN CHOICE LANE |
| 215223 | CHARLESTOWN CARE CENTER | 709 MAIDEN CHOICE LANE |
| 215223 | CHARLESTOWN CARE CENTER | 709 MAIDEN CHOICE LANE |
| 215223 | CHARLESTOWN CARE CENTER | 709 MAIDEN CHOICE LANE |
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4102479700 |
| CATONSVILLE | MD | 21228 | 4102479700 |
| CATONSVILLE | MD | 21228 | 4102479700 |
| CATONSVILLE | MD | 21228 | 4102479700 |
| CATONSVILLE | MD | 21228 | 4102479700 |
| CATONSVILLE | MD | 21228 | 4102479700 |
| SILVER SPRING | MD | 20904 | 3018905552 |
| SILVER SPRING | MD | 20904 | 3018905552 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/09/2011 | 07/01/2011 |
| 06/09/2011 | 07/01/2011 |
| 11/17/2011 | 12/31/2011 |
| 05/11/2012 | 06/27/2012 |
| 09/18/2012 | 10/02/2012 |
| 09/18/2012 | 10/02/2012 |
| 07/14/2009 | 08/03/2009 |
| 03/02/2010 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| writing. | | |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 4 |
| Choose a doctor to serve as the medical director to create resident care policies and coordinate medical care in the facility. | Few | 4 |
| Employ qualified full-time, part-time or consultant professionals that must be licensed, certified, or registered staff to give needed services. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Many | 1 |
| Let residents voice a complaint or grievance without being treated differently or badly. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20904 | 3018905552 |
| SILVER SPRING | MD | 20904 | 3018905552 |
| SILVER SPRING | MD | 20904 | 3018905552 |
| SILVER SPRING | MD | 20904 | 3018905552 |
| SILVER SPRING | MD | 20904 | 3018905552 |
| SILVER SPRING | MD | 20904 | 3018905552 |
| SILVER SPRING | MD | 20904 | 3018905552 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/02/2010 | Not Available |
| 04/22/2010 | Not Available |
| 04/22/2010 | Not Available |
| 07/28/2010 | 09/02/2010 |
| 07/28/2010 | 09/02/2010 |
| 07/28/2010 | 09/02/2010 |
| 07/28/2010 | 09/02/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Tell the resident completely about his or her health status, care and treatments. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |
| 215224 | MANORCARE HEALTH SERVICES -SILVER SPRING | 2501 MUSGROVE ROAD |
| 215225 | HOMEWOOD AT WILLIAMSPORT MD | 16505 VIRGINIA AVENUE |
| 215225 | HOMEWOOD AT WILLIAMSPORT MD | 16505 VIRGINIA AVENUE |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20904 | 3018905552 |
| SILVER SPRING | MD | 20904 | 3018905552 |
| SILVER SPRING | MD | 20904 | 3018905552 |
| WILLIAMSPORT | MD | 21795 | 3015821628 |
| WILLIAMSPORT | MD | 21795 | 3015821628 |
| LUTHERVILLE | MD | 21093 | 4102961990 |
| LUTHERVILLE | MD | 21093 | 4102961990 |
| LUTHERVILLE | MD | 21093 | 4102961990 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/19/2011 | 04/19/2011 |
| 04/19/2011 | 05/31/2011 |
| 06/15/2012 | 07/03/2012 |
| 02/09/2012 | 03/07/2012 |
| 02/09/2012 | 03/07/2012 |
| 11/23/2009 | 01/13/2010 |
| 04/20/2010 | 06/04/2010 |
| 04/20/2010 | 06/04/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| clinical records on each resident that meet professional standards. | | |
| Hire a qualified full-time social worker in a facility with more than 120 beds. | Some | 2 |
| Be administered in an acceptable way that maintains the well-being of each resident . | Few | 2 |
| Give the resident's representative the ability to exercise the resident's rights. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LUTHERVILLE | MD | 21093 | 4102961990 |
| LUTHERVILLE | MD | 21093 | 4102961990 |
| LUTHERVILLE | MD | 21093 | 4102961990 |
| LUTHERVILLE | MD | 21093 | 4102961990 |
| LUTHERVILLE | MD | 21093 | 4102961990 |
| LUTHERVILLE | MD | 21093 | 4102961990 |
| LUTHERVILLE | MD | 21093 | 4102961990 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/20/2010 | 06/04/2010 |
| 04/20/2010 | 06/04/2010 |
| 04/20/2010 | 06/04/2010 |
| 04/20/2010 | 06/04/2010 |
| 01/19/2011 | 04/02/2011 |
| 01/19/2011 | 04/02/2011 |
| 02/02/2012 | 03/15/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215226 | POWERBACK REHABILITATION | 515 BRIGHTFIELD ROAD |
| 215227 | RIDGEWAY MANOR NURSING & REHABILITATION CENTER | 5743 EDMONDSON AVENUE |
| 215227 | RIDGEWAY MANOR NURSING & REHABILITATION CENTER | 5743 EDMONDSON AVENUE |
| 215227 | RIDGEWAY MANOR NURSING & REHABILITATION CENTER | 5743 EDMONDSON AVENUE |
| 215227 | RIDGEWAY MANOR NURSING & REHABILITATION CENTER | 5743 EDMONDSON AVENUE |
| 215227 | RIDGEWAY MANOR NURSING & REHABILITATION CENTER | 5743 EDMONDSON AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LUTHERVILLE | MD | 21093 | 4102961990 |
| LUTHERVILLE | MD | 21093 | 4102961990 |
| LUTHERVILLE | MD | 21093 | 4102961990 |
| CATONSVILLE | MD | 21228 | 4107475250 |
| CATONSVILLE | MD | 21228 | 4107475250 |
| CATONSVILLE | MD | 21228 | 4107475250 |
| CATONSVILLE | MD | 21228 | 4107475250 |
| CATONSVILLE | MD | 21228 | 4107475250 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/15/2012 | 07/10/2012 |
| 06/18/2012 | 07/10/2012 |
| 06/18/2012 | 07/10/2012 |
| 11/02/2009 | 11/02/2009 |
| 06/22/2011 | 07/01/2011 |
| 06/22/2011 | 07/01/2011 |
| 06/22/2011 | 10/04/2011 |
| 06/22/2011 | 07/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| mistreatment of residents. | | |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent | Few | 3 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| Give the resident the right to receive visitors. | Some | 1 |
| Reasonably accommodate the needs and preferences of each resident. | Some | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 09/26/2011 | 12/12/2011 |
| 03/21/2012 | 05/10/2012 |
| 03/21/2012 | 05/10/2012 |
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| free from accident hazards and risks and provides supervision to prevent avoidable accidents. | | |
| Store, cook, and serve food in a safe and clean way. | Some | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Some | 1 |
| Give each resident a notice of rights, rules, services and charges. Tell each | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | | |
| Keep each resident's personal and medical records private and confidential. | Some | 1 |
| Reasonably accommodate the needs and preferences of each resident. | Some | 1 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215228 | ALTHEA WOODLAND NURSING HOME | 1000 DALEVIEW DRIVE |
| 215229 | NORTH OAKS | 725 MOUNT WILSON LANE |
| 215229 | NORTH OAKS | 725 MOUNT WILSON LANE |
| 215229 | NORTH OAKS | 725 MOUNT WILSON LANE |
| 215229 | NORTH OAKS | 725 MOUNT WILSON LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| SILVER SPRING | MD | 20901 | 3014342646 |
| BALTIMORE | MD | 21208 | 4104847300 |
| BALTIMORE | MD | 21208 | 4104847300 |
| BALTIMORE | MD | 21208 | 4104847300 |
| BALTIMORE | MD | 21208 | 4104847300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |
| 07/18/2012 | 08/31/2012 |
| 07/13/2011 | 09/07/2011 |
| 04/20/2012 | 05/21/2012 |
| 04/20/2012 | 05/21/2012 |
| 04/20/2012 | 05/21/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Few | 2 |
| Train all employees on what to do in an emergency, and carry out announced staff drills. | Many | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215229 | NORTH OAKS | 725 MOUNT WILSON LANE |
| 215229 | NORTH OAKS | 725 MOUNT WILSON LANE |
| 215229 | NORTH OAKS | 725 MOUNT WILSON LANE |
| 215229 | NORTH OAKS | 725 MOUNT WILSON LANE |
| 215229 | NORTH OAKS | 725 MOUNT WILSON LANE |
| 215229 | NORTH OAKS | 725 MOUNT WILSON LANE |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21208 | 4104847300 |
| BALTIMORE | MD | 21208 | 4104847300 |
| BALTIMORE | MD | 21208 | 4104847300 |
| BALTIMORE | MD | 21208 | 4104847300 |
| BALTIMORE | MD | 21208 | 4104847300 |
| BALTIMORE | MD | 21208 | 4104847300 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/20/2012 | 05/21/2012 |
| 07/09/2012 | 08/03/2012 |
| 07/09/2012 | 08/03/2012 |
| 07/09/2012 | 08/03/2012 |
| 07/09/2012 | 08/03/2012 |
| 07/09/2012 | 08/03/2012 |
| 04/23/2010 | 06/30/2010 |
| 04/23/2010 | 06/30/2010 |
| 04/23/2010 | 06/30/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| writing. | | |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Provide adequate and comfortable lighting levels in all areas. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/23/2010 | 06/30/2010 |
| 04/23/2010 | 06/30/2010 |
| 04/23/2010 | 06/30/2010 |
| 04/23/2010 | 06/30/2010 |
| 04/23/2010 | 06/30/2010 |
| 11/17/2010 | 01/01/2011 |
| 11/17/2010 | 02/02/2011 |
| 06/16/2011 | 08/05/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| in the planning or revision of the resident's care plan. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide food in a way that meets a resident's needs. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Check and assess each resident's assessment at least every 3 months. | Some | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Make sure services provided by the nursing facility meet professional | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |
| CUMBERLAND | MD | 21502 | 3017775941 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 06/16/2011 | 08/05/2011 |
| 06/16/2011 | 08/05/2011 |
| 06/16/2011 | 08/05/2011 |
| 06/16/2011 | 08/05/2011 |
| 06/16/2011 | 08/05/2011 |
| 01/20/2012 | 03/01/2012 |
| 01/20/2012 | 03/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| nursing facility meet professional standards of quality. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215230 | MID-ATLANTIC OF CUMBERLAND, LLC | 730 FURNACE STREET |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CUMBERLAND | MD | 21502 | 3017775941 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/20/2012 | 03/01/2012 |
| 07/29/2009 | 08/01/2009 |
| 07/29/2009 | 08/01/2009 |
| 07/30/2009 | 08/20/2009 |
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| timetables and actions that can be measured. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| resident. | | |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |
| 08/27/2009 | 10/05/2009 |
| 11/11/2009 | 12/07/2009 |
| 02/24/2010 | 04/01/2010 |
| 08/24/2010 | 09/17/2010 |
| 08/24/2010 | 09/17/2010 |
| 01/31/2011 | 01/31/2011 |
| 01/31/2011 | 02/28/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/14/2011 | 07/30/2011 |
| 06/23/2011 | 07/30/2011 |
| 06/23/2011 | 07/30/2011 |
| 11/14/2011 | 11/30/2011 |
| 11/14/2011 | 11/30/2011 |
| 11/29/2011 | 11/29/2011 |
| 02/03/2012 | 02/03/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |
| Develop a post-discharge plan with the resident and family for the resident's care after leaving the nursing home. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 3 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215231 | CLINTON NURSING & REHABILITATION CENTER | 9211 STUART LANE |
| 215232 | OAKLAND NURSING & REHABILITATION CENTER | 706 EAST ALDER STREET |
| 215232 | OAKLAND NURSING & REHABILITATION CENTER | 706 EAST ALDER STREET |
| 215232 | OAKLAND NURSING & REHABILITATION CENTER | 706 EAST ALDER STREET |
| 215232 | OAKLAND NURSING & REHABILITATION CENTER | 706 EAST ALDER STREET |
| 215232 | OAKLAND NURSING & REHABILITATION CENTER | 706 EAST ALDER STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| CLINTON | MD | 20735 | 3018683600 |
| OAKLAND | MD | 21550 | 3013342319 |
| OAKLAND | MD | 21550 | 3013342319 |
| OAKLAND | MD | 21550 | 3013342319 |
| OAKLAND | MD | 21550 | 3013342319 |
| OAKLAND | MD | 21550 | 3013342319 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/03/2012 | 02/17/2012 |
| 02/03/2012 | 02/17/2012 |
| 08/10/2012 | 09/06/2012 |
| 08/10/2012 | 09/06/2012 |
| 11/18/2010 | 01/24/2011 |
| 11/18/2010 | 01/24/2011 |
| 11/18/2010 | 01/24/2011 |
| 11/18/2010 | 01/24/2011 |
| 12/09/2011 | 01/23/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Send and promptly deliver unopened mail to residents. | Many | 1 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215232 | OAKLAND NURSING & REHABILITATION CENTER | 706 EAST ALDER STREET |
| 215232 | OAKLAND NURSING & REHABILITATION CENTER | 706 EAST ALDER STREET |
| 215232 | OAKLAND NURSING & REHABILITATION CENTER | 706 EAST ALDER STREET |
| 215233 | LORIEN HEALTH SYSTEMS - RIVERSIDE | 1123 BELCAMP RD |
| 215233 | LORIEN HEALTH SYSTEMS - RIVERSIDE | 1123 BELCAMP RD |
| 215233 | LORIEN HEALTH SYSTEMS - RIVERSIDE | 1123 BELCAMP RD |
| 215233 | LORIEN HEALTH SYSTEMS - RIVERSIDE | 1123 BELCAMP RD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| OAKLAND | MD | 21550 | 3013342319 |
| OAKLAND | MD | 21550 | 3013342319 |
| OAKLAND | MD | 21550 | 3013342319 |
| BELCAMP | MD | 21017 | 4105756400 |
| BELCAMP | MD | 21017 | 4105756400 |
| BELCAMP | MD | 21017 | 4105756400 |
| BELCAMP | MD | 21017 | 4105756400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/09/2011 | 01/23/2012 |
| 12/09/2011 | 01/23/2012 |
| 12/09/2011 | 01/23/2012 |
| 10/27/2010 | 11/24/2010 |
| 10/27/2010 | 10/27/2010 |
| 04/07/2011 | 04/20/2011 |
| 06/28/2012 | 10/19/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| medication(s) and report any irregularities to the attending doctor. | | |
| Keep all essential equipment working safely. | Few | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Some | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215233 | LORIEN HEALTH SYSTEMS - RIVERSIDE | 1123 BELCAMP RD |
| 215234 | CARRIAGE HILL BETHESDA | 5215 CEDAR LANE |
| 215234 | CARRIAGE HILL BETHESDA | 5215 CEDAR LANE |
| 215234 | CARRIAGE HILL BETHESDA | 5215 CEDAR LANE |
| 215234 | CARRIAGE HILL BETHESDA | 5215 CEDAR LANE |
| 215234 | CARRIAGE HILL BETHESDA | 5215 CEDAR LANE |
| 215234 | CARRIAGE HILL BETHESDA | 5215 CEDAR LANE |
| 215234 | CARRIAGE HILL BETHESDA | 5215 CEDAR LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BELCAMP | MD | 21017 | 4105756400 |
| BETHESDA | MD | 20814 | 3018975500 |
| BETHESDA | MD | 20814 | 3018975500 |
| BETHESDA | MD | 20814 | 3018975500 |
| BETHESDA | MD | 20814 | 3018975500 |
| BETHESDA | MD | 20814 | 3018975500 |
| BETHESDA | MD | 20814 | 3018975500 |
| BETHESDA | MD | 20814 | 3018975500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/28/2012 | 10/19/2012 |
| 01/15/2010 | 02/28/2010 |
| 01/15/2010 | 02/28/2010 |
| 01/15/2010 | 02/28/2010 |
| 06/20/2012 | 03/12/2012 |
| 06/20/2012 | 03/12/2012 |
| 06/20/2012 | 03/12/2012 |
| 07/27/2012 | 08/16/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Some | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Many | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215235 | HERON POINT OF CHESTERTOWN | 501 CAMPUS AVENUE |
| 215235 | HERON POINT OF CHESTERTOWN | 501 CAMPUS AVENUE |
| 215235 | HERON POINT OF CHESTERTOWN | 501 CAMPUS AVENUE |
| 215235 | HERON POINT OF CHESTERTOWN | 501 CAMPUS AVENUE |
| 215235 | HERON POINT OF CHESTERTOWN | 501 CAMPUS AVENUE |
| 215235 | HERON POINT OF CHESTERTOWN | 501 CAMPUS AVENUE |
| 215235 | HERON POINT OF CHESTERTOWN | 501 CAMPUS AVENUE |
| 215235 | HERON POINT OF CHESTERTOWN | 501 CAMPUS AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CHESTERTOWN | MD | 21620 | 4107787300 |
| CHESTERTOWN | MD | 21620 | 4107787300 |
| CHESTERTOWN | MD | 21620 | 4107787300 |
| CHESTERTOWN | MD | 21620 | 4107787300 |
| CHESTERTOWN | MD | 21620 | 4107787300 |
| CHESTERTOWN | MD | 21620 | 4107787300 |
| CHESTERTOWN | MD | 21620 | 4107787300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/30/2009 | Not Available |
| 01/12/2010 | 02/10/2010 |
| 01/12/2010 | 02/10/2010 |
| 01/12/2010 | 02/10/2010 |
| 02/23/2011 | 03/25/2011 |
| 07/18/2011 | 08/11/2011 |
| 06/27/2012 | 08/26/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| and clean way. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/09/2010 | 07/30/2010 |
| 07/09/2010 | 07/30/2010 |
| 07/09/2010 | 07/30/2010 |
| 07/10/2010 | 08/18/2010 |
| 09/21/2010 | 10/29/2010 |
| 11/16/2011 | 12/02/2011 |
| 06/11/2012 | 12/27/2011 |
| 07/23/2012 | 08/13/2012 |
| 07/23/2012 | 08/13/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| for residents, staff and the public. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide a safe, clean, comfortable and homelike environment. | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Some | 3 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215236 | FAIRFIELD NURSING & REHABILITATION CENTER | 1454 FAIRFIELD LOOP ROAD |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |
| CROWNSVILLE | MD | 21032 | 4109876338 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/29/2012 | 10/05/2012 |
| 08/29/2012 | 10/05/2012 |
| 08/29/2012 | 10/05/2012 |
| 08/29/2012 | 10/05/2012 |
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| licensed pharmacist. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 10/08/2009 | 11/17/2009 |
| 10/08/2009 | 11/17/2009 |
| 04/02/2010 | 04/30/2010 |
| 04/02/2010 | 04/02/2010 |
| 04/02/2010 | 04/30/2010 |
| 04/02/2010 | 04/30/2010 |
| 04/02/2010 | 04/02/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| controls and keeps infection from spreading. | | |
| Make sure medically necessary lab services/tests are ordered by the attending physician. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide care for each resident in a way that keeps or builds the resident's quality of life. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/02/2010 | 04/30/2010 |
| 07/16/2010 | 08/12/2010 |
| 07/16/2010 | 10/08/2010 |
| 07/16/2010 | 10/08/2010 |
| 07/16/2010 | 08/12/2010 |
| 07/16/2010 | 08/12/2010 |
| 07/16/2010 | 08/12/2010 |
| 07/16/2010 | 08/12/2010 |
| 12/07/2010 | 01/20/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| free from accident hazards and risks and provides supervision to prevent avoidable accidents. | | |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 3 |
| Provide care for each resident in a way that keeps or builds the resident's quality of life. | Many | 3 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 2 |
| Keep all essential equipment working safely. | Many | 2 |
| Be administered in an acceptable way that maintains the well-being of each resident . | Many | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Send and promptly deliver unopened mail to residents. | Many | 1 |
| Provide written records when a resident is transferred or discharged. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |
| Make sure services provided by the nursing facility meet professional | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| nursing facility meet professional standards of quality. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Give or get specialized rehabilitative services per the patient's assessment or plan of care. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| Make sure medically necessary lab services/tests are ordered by the attending physician. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215237 | HARBORSIDE NURSING AND REHAB CENTER | 501 W. FRANKLIN STREET |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| BALTIMORE | MD | 21201 | 4108374990 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/07/2010 | 01/20/2011 |
| 12/07/2010 | 01/20/2011 |
| 10/26/2011 | 11/03/2011 |
| 10/26/2011 | 11/03/2011 |
| 01/15/2010 | 02/28/2010 |
| 01/15/2010 | 02/28/2010 |
| 01/15/2010 | 02/28/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| attending physician. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Some | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/15/2010 | 02/28/2010 |
| 01/15/2010 | 02/28/2010 |
| 01/15/2010 | 02/28/2010 |
| 01/15/2010 | 02/28/2010 |
| 01/15/2010 | 02/28/2010 |
| 04/08/2010 | 05/31/2010 |
| 05/20/2011 | 06/30/2011 |
| 05/20/2011 | 06/30/2011 |
| 07/12/2012 | 08/16/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215240 | MORAN MANOR NURSING HOME | 25701 SHADY LANE S. W. |
| 215241 | GOOD SAMARITAN NURSING CENTER | 1601 E. BELVEDERE AVENUE |
| 215241 | GOOD SAMARITAN NURSING CENTER | 1601 E. BELVEDERE AVENUE |
| 215241 | GOOD SAMARITAN NURSING CENTER | 1601 E. BELVEDERE AVENUE |
| 215241 | GOOD SAMARITAN NURSING CENTER | 1601 E. BELVEDERE AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| WESTERNPORT | MD | 21562 | 3013593000 |
| BALTIMORE | MD | 21239 | 4105325600 |
| BALTIMORE | MD | 21239 | 4105325600 |
| BALTIMORE | MD | 21239 | 4105325600 |
| BALTIMORE | MD | 21239 | 4105325600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 07/12/2012 | 08/16/2012 |
| 07/13/2012 | 09/14/2012 |
| 07/27/2012 | 08/30/2012 |
| 07/27/2012 | 08/30/2012 |
| 08/10/2010 | 09/24/2010 |
| 08/10/2010 | 09/24/2010 |
| 08/10/2010 | 09/24/2010 |
| 08/10/2010 | 09/24/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| maintain the highest well being of each resident . | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215241 | GOOD SAMARITAN NURSING CENTER | 1601 E. BELVEDERE AVENUE |
| 215241 | GOOD SAMARITAN NURSING CENTER | 1601 E. BELVEDERE AVENUE |
| 215241 | GOOD SAMARITAN NURSING CENTER | 1601 E. BELVEDERE AVENUE |
| 215241 | GOOD SAMARITAN NURSING CENTER | 1601 E. BELVEDERE AVENUE |
| 215241 | GOOD SAMARITAN NURSING CENTER | 1601 E. BELVEDERE AVENUE |
| 215241 | GOOD SAMARITAN NURSING CENTER | 1601 E. BELVEDERE AVENUE |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21239 | 4105325600 |
| BALTIMORE | MD | 21239 | 4105325600 |
| BALTIMORE | MD | 21239 | 4105325600 |
| BALTIMORE | MD | 21239 | 4105325600 |
| BALTIMORE | MD | 21239 | 4105325600 |
| BALTIMORE | MD | 21239 | 4105325600 |
| CUMBERLAND | MD | 21501 | 3017241400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/10/2010 | 09/24/2010 |
| 08/10/2010 | 09/24/2010 |
| 08/10/2010 | 09/24/2010 |
| 11/10/2010 | 12/25/2010 |
| 01/11/2012 | 03/14/2012 |
| 01/11/2012 | 03/14/2012 |
| 11/20/2009 | 01/20/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| resident . | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/20/2009 | 01/20/2010 |
| 11/20/2009 | 01/20/2010 |
| 11/20/2009 | 01/20/2010 |
| 11/20/2009 | 01/20/2010 |
| 11/20/2009 | 01/20/2010 |
| 01/14/2011 | 02/25/2011 |
| 08/19/2011 | 08/19/2011 |
| 08/19/2011 | 08/19/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Send and promptly deliver unopened mail to residents. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/19/2011 | 08/19/2011 |
| 08/19/2011 | 10/02/2011 |
| 08/19/2011 | 08/19/2011 |
| 03/01/2012 | 04/06/2012 |
| 03/01/2012 | 04/06/2012 |
| 03/01/2012 | 04/06/2012 |
| 03/01/2012 | 04/06/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| timetables and actions that can be measured. | | |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Quickly tell the resident's doctor the results of lab tests. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/01/2012 | 04/06/2012 |
| 03/23/2012 | 05/18/2012 |
| 03/23/2012 | 05/18/2012 |
| 03/23/2012 | 05/18/2012 |
| 03/23/2012 | 05/18/2012 |
| 03/23/2012 | 05/18/2012 |
| 03/23/2012 | 05/18/2012 |
| 03/23/2012 | 05/18/2012 |
| 03/23/2012 | 05/18/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Try to resolve each resident's complaints quickly. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide clean bed and bath linens that are in good condition. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215244 | DEVLIN MANOR NURSING HOME | 10301 NORTH EAST CHRISTIE ROAD |
| 215245 | HOMEWOOD AT CRUMLAND FARMS | 7407 WILLOW ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| CUMBERLAND | MD | 21501 | 3017241400 |
| FREDERICK | MD | 21702 | 3016445600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 03/23/2012 | 05/18/2012 |
| 03/23/2012 | 05/18/2012 |
| 03/23/2012 | 05/18/2012 |
| 03/23/2012 | 05/18/2012 |
| 04/24/2012 | 05/25/2012 |
| 04/24/2012 | 05/25/2012 |
| 08/11/2009 | 10/01/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | | |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Many | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215245 | HOMEWOOD AT CRUMLAND FARMS | 7407 WILLOW ROAD |
| 215245 | HOMEWOOD AT CRUMLAND FARMS | 7407 WILLOW ROAD |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FREDERICK | MD | 21702 | 3016445600 |
| FREDERICK | MD | 21702 | 3016445600 |
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/22/2009 | 11/20/2009 |
| 10/22/2009 | 11/20/2009 |
| 09/09/2010 | 11/01/2010 |
| 09/09/2010 | 11/01/2010 |
| 09/09/2010 | 11/01/2010 |
| 09/09/2010 | 11/01/2010 |
| 09/09/2010 | 11/01/2010 |
| 09/09/2010 | 11/01/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| mistreatment of residents. | | |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Let the resident or the resident's legal representative the right to access or purchase copies of all records. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Properly care for residents needing special services, including: injections, | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |
| 215246 | BEDFORD COURT HEALTHCARE CENT. | 3701 INTERNATIONAL DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |
| SILVER SPRING | MD | 20906 | 3015982900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/09/2010 | 11/01/2010 |
| 09/09/2010 | 11/01/2010 |
| 09/09/2010 | 11/01/2010 |
| 06/21/2012 | 08/03/2012 |
| 06/27/2012 | 08/03/2012 |
| 06/27/2012 | 08/03/2012 |
| 06/27/2012 | 08/03/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SYKESVILLE | MD | 21784 | 4107952737 |
| SYKESVILLE | MD | 21784 | 4107952737 |
| SYKESVILLE | MD | 21784 | 4107952737 |
| SYKESVILLE | MD | 21784 | 4107952737 |
| SYKESVILLE | MD | 21784 | 4107952737 |
| SYKESVILLE | MD | 21784 | 4107952737 |
| SYKESVILLE | MD | 21784 | 4107952737 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/23/2009 | 12/21/2009 |
| 11/23/2009 | 12/21/2009 |
| 11/23/2009 | 12/21/2009 |
| 11/23/2009 | 12/21/2009 |
| 11/23/2009 | 12/21/2009 |
| 07/13/2010 | 08/06/2010 |
| 03/03/2011 | 03/09/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| every day and in emergencies, by a licensed pharmacist. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Provide food in a way that meets a resident's needs. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |
| 215247 | BRINTON WOODS NURSING & REHABILITATION CENTER | 1442 BUCKHORN ROAD |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SYKESVILLE | MD | 21784 | 4107952737 |
| SYKESVILLE | MD | 21784 | 4107952737 |
| SYKESVILLE | MD | 21784 | 4107952737 |
| SYKESVILLE | MD | 21784 | 4107952737 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/03/2011 | 03/09/2011 |
| 05/13/2011 | 06/03/2011 |
| 05/13/2011 | 06/03/2011 |
| 06/19/2012 | 07/16/2012 |
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Assess the resident when the resident enters the nursing home, in a timely manner. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| manner. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
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| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |
| 02/03/2010 | 04/02/2010 |
| 06/18/2010 | 07/22/2010 |
| 06/18/2010 | 07/22/2010 |
| 06/18/2010 | 07/22/2010 |
| 06/18/2010 | 07/22/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| monitored to achieve highest well being. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Many | 1 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/26/2010 | 11/19/2010 |
| 03/28/2011 | 05/05/2011 |
| 03/28/2011 | 05/05/2011 |
| 03/28/2011 | 05/05/2011 |
| 03/28/2011 | 05/05/2011 |
| 03/28/2011 | 05/05/2011 |
| 03/28/2011 | 05/05/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| resident . | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Some | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
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| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/28/2011 | 05/05/2011 |
| 03/28/2011 | 05/05/2011 |
| 03/28/2011 | 05/05/2011 |
| 03/28/2011 | 05/05/2011 |
| 03/28/2011 | 05/05/2011 |
| 01/18/2012 | 02/17/2012 |
| 01/18/2012 | 02/17/2012 |
| 01/18/2012 | 02/17/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| monitored to achieve highest well being. | | |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215249 | FUTURE CARE HOMEWOOD | 2700 N. CHARLES ST. |
| 215250 | GOODWILL MENNONITE HOME, INC. | 891 DORSEY HOTEL ROAD |
| 215250 | GOODWILL MENNONITE HOME, INC. | 891 DORSEY HOTEL ROAD |
| 215250 | GOODWILL MENNONITE HOME, INC. | 891 DORSEY HOTEL ROAD |
| 215250 | GOODWILL MENNONITE HOME, INC. | 891 DORSEY HOTEL ROAD |
| 215250 | GOODWILL MENNONITE HOME, INC. | 891 DORSEY HOTEL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| BALTIMORE | MD | 21218 | 4105546300 |
| GRANTSVILLE | MD | 21536 | 3018955194 |
| GRANTSVILLE | MD | 21536 | 3018955194 |
| GRANTSVILLE | MD | 21536 | 3018955194 |
| GRANTSVILLE | MD | 21536 | 3018955194 |
| GRANTSVILLE | MD | 21536 | 3018955194 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/18/2012 | 02/17/2012 |
| 02/07/2012 | Not Available |
| 02/07/2012 | Not Available |
| 05/20/2010 | Not Available |
| 05/20/2010 | Not Available |
| 05/20/2010 | Not Available |
| 05/20/2010 | Not Available |
| 08/12/2011 | 09/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| residents. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| 1) Hire only people with no legal history | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215250 | GOODWILL MENNONITE HOME, INC. | 891 DORSEY HOTEL ROAD |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GRANTSVILLE | MD | 21536 | 3018955194 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/25/2012 | 05/16/2012 |
| 04/08/2010 | 05/23/2010 |
| 08/17/2010 | 10/01/2010 |
| 12/13/2010 | 01/27/2011 |
| 12/13/2010 | 01/27/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/13/2010 | 01/27/2011 |
| 12/13/2010 | 01/27/2011 |
| 12/13/2010 | 01/27/2011 |
| 12/13/2010 | 01/27/2011 |
| 12/13/2010 | 01/27/2011 |
| 06/06/2011 | 07/18/2011 |
| 06/06/2011 | 07/18/2011 |
| 06/06/2011 | 07/18/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Keep clinical records for 1) The length of time that is required by State law; or 2) Five years from the date of discharge when no requirement in State law. | Few | 2 |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/06/2011 | 07/18/2011 |
| 06/06/2011 | 07/18/2011 |
| 06/06/2011 | 07/18/2011 |
| 06/06/2011 | 07/18/2011 |
| 06/06/2011 | 07/18/2011 |
| 06/06/2011 | 07/18/2011 |
| 02/15/2012 | 03/07/2012 |
| 02/15/2012 | 03/07/2012 |
| 02/15/2012 | 03/07/2012 |
| 02/15/2012 | 03/07/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/06/2012 | 07/05/2012 |
| 06/06/2012 | 07/05/2012 |
| 06/06/2012 | 07/05/2012 |
| 06/06/2012 | 07/05/2012 |
| 06/06/2012 | 07/05/2012 |
| 06/06/2012 | 07/05/2012 |
| 06/06/2012 | 07/05/2012 |
| 06/06/2012 | 07/05/2012 |
| 06/06/2012 | 07/05/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| program to prevent/deal with mice, insects, or other pests. | | |
| Keep each resident's personal and medical records private and confidential. | Some | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have enough outside ventilation via a window or mechanical ventilation, or | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215252 | FOREST HAVEN NURSING HOME | 701 EDMONDSON AVENUE |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107477425 |
| CATONSVILLE | MD | 21228 | 4107477425 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 06/06/2012 | 07/05/2012 |
| 08/14/2012 | 10/01/2012 |
| 02/19/2010 | 03/31/2010 |
| 03/10/2010 | 04/24/2010 |
| 03/10/2010 | 04/24/2010 |
| 03/10/2010 | 04/24/2010 |
| 03/10/2010 | 04/24/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| window or mechanical ventilation, or both. | | |
| Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | Few | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/10/2010 | 04/24/2010 |
| 03/10/2010 | 04/24/2010 |
| 03/10/2010 | 04/24/2010 |
| 03/10/2010 | 04/24/2010 |
| 03/10/2010 | 04/24/2010 |
| 04/02/2010 | 06/29/2009 |
| 05/12/2010 | 06/26/2010 |
| 05/12/2010 | 06/26/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| and at the right temperature. | | |
| Offer other nutritional food to each resident who will not eat the food served. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/12/2010 | 06/26/2010 |
| 05/27/2010 | 07/11/2010 |
| 05/27/2010 | 07/11/2010 |
| 05/27/2010 | 07/11/2010 |
| 05/27/2010 | 07/11/2010 |
| 05/27/2010 | 07/11/2010 |
| 05/27/2010 | 07/11/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide medically-related social services to help each resident achieve the highest possible quality of life. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/27/2010 | 07/11/2010 |
| 05/27/2010 | 07/11/2010 |
| 05/27/2010 | 07/11/2010 |
| 05/27/2010 | 07/11/2010 |
| 05/27/2010 | 07/11/2010 |
| 09/21/2010 | 10/15/2010 |
| 09/21/2010 | 10/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Make sure medically necessary lab services/tests are ordered by the attending physician. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/21/2010 | 10/15/2010 |
| 09/21/2010 | 10/15/2010 |
| 09/21/2010 | 10/15/2010 |
| 09/21/2010 | 10/15/2010 |
| 04/13/2011 | 05/13/2011 |
| 04/13/2011 | 05/13/2011 |
| 09/15/2011 | 11/01/2011 |
| 09/15/2011 | 11/01/2011 |
| 10/05/2011 | 11/18/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Some | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Some | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |
| Provide enough notice before discharging or transferring a resident. | Few | 2 |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Few | 2 |
| Conduct initial and periodic | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215253 | FUTURE CARE COLD SPRING | 4700 HARFORD ROAD |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21214 | 4102543300 |
| BALTIMORE | MD | 21214 | 4102543300 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/05/2011 | 11/18/2011 |
| 10/05/2011 | 11/18/2011 |
| 10/15/2009 | 11/14/2009 |
| 10/15/2009 | 11/14/2009 |
| 12/10/2009 | 01/08/2010 |
| 03/17/2010 | 04/16/2010 |
| 03/17/2010 | 04/16/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| assessments of each resident's functional capacity. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Employ or obtain outside professional resources providing services in the nursing home that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/17/2010 | 04/16/2010 |
| 03/17/2010 | 04/16/2010 |
| 08/27/2010 | 09/24/2010 |
| 08/27/2010 | 09/24/2010 |
| 03/31/2011 | 04/18/2011 |
| 03/31/2011 | 04/18/2011 |
| 03/31/2011 | 04/18/2011 |
| 03/31/2011 | 04/18/2011 |
| 03/31/2011 | 04/18/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/21/2011 | 01/26/2012 |
| 11/21/2011 | 01/26/2012 |
| 11/21/2011 | 01/26/2012 |
| 05/24/2012 | 06/18/2012 |
| 05/24/2012 | 06/18/2012 |
| 05/24/2012 | 06/18/2012 |
| 05/24/2012 | 06/18/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| meet professional standards. | | |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| 1) Make sure that each resident's drug | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215256 | NMS HEALTHCARE OF HAGERSTOWN, LLC | 14014 MARSH PIKE |
| 215258 | SPA CREEK CENTER | 35 MILKSHAKE LANE |
| 215258 | SPA CREEK CENTER | 35 MILKSHAKE LANE |
| 215258 | SPA CREEK CENTER | 35 MILKSHAKE LANE |
| 215258 | SPA CREEK CENTER | 35 MILKSHAKE LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| HAGERSTOWN | MD | 21742 | 3017338700 |
| ANNAPOLIS | MD | 21403 | 4102695100 |
| ANNAPOLIS | MD | 21403 | 4102695100 |
| ANNAPOLIS | MD | 21403 | 4102695100 |
| ANNAPOLIS | MD | 21403 | 4102695100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/24/2012 | 06/18/2012 |
| 05/24/2012 | 06/18/2012 |
| 07/12/2012 | 07/27/2012 |
| 09/23/2010 | 11/07/2010 |
| 09/23/2010 | 11/07/2010 |
| 11/08/2010 | 12/13/2010 |
| 12/09/2011 | 01/23/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Develop a post-discharge plan with the resident and family for the resident's care after leaving the nursing home. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215258 | SPA CREEK CENTER | 35 MILKSHAKE LANE |
| 215258 | SPA CREEK CENTER | 35 MILKSHAKE LANE |
| 215258 | SPA CREEK CENTER | 35 MILKSHAKE LANE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ANNAPOLIS | MD | 21403 | 4102695100 |
| ANNAPOLIS | MD | 21403 | 4102695100 |
| ANNAPOLIS | MD | 21403 | 4102695100 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/09/2011 | 01/23/2012 |
| 12/09/2011 | 01/23/2012 |
| 12/09/2011 | 01/23/2012 |
| 05/04/2010 | 06/04/2010 |
| 05/04/2010 | 06/04/2010 |
| 05/04/2010 | 06/04/2010 |
| 05/06/2011 | 06/09/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/06/2011 | 05/11/2011 |
| 05/06/2011 | 06/09/2011 |
| 05/06/2011 | 06/01/2011 |
| 05/06/2011 | 05/27/2011 |
| 05/06/2011 | 06/09/2011 |
| 05/06/2011 | 06/03/2011 |
| 11/01/2011 | 12/01/2011 |
| 11/01/2011 | 12/01/2011 |
| 11/01/2011 | 11/23/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215259 | PICKERSGILL RETIREMENT COMMUNITY | 615 CHESTNUT AVE |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TOWSON | MD | 21204 | 4108257423 |
| TOWSON | MD | 21204 | 4108257423 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/01/2011 | 11/28/2011 |
| 02/16/2012 | 03/12/2012 |
| 08/24/2009 | 09/10/2009 |
| 02/08/2011 | 02/25/2011 |
| 02/08/2011 | 02/25/2011 |
| 02/08/2011 | 02/25/2011 |
| 06/02/2011 | 06/29/2011 |
| 06/02/2011 | 06/29/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Develop a post-discharge plan with the resident and family for the resident's care after leaving the nursing home. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/02/2011 | 06/29/2011 |
| 06/02/2011 | 06/29/2011 |
| 10/26/2011 | 12/21/2011 |
| 01/13/2012 | 02/02/2012 |
| 01/13/2012 | 02/02/2012 |
| 01/13/2012 | 05/09/2011 |
| 03/01/2012 | 05/21/2012 |
| 03/01/2012 | 05/21/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 3 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 3 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215260 | CHESTERTOWN NURSING & REHAB CT | 415 MORGNEC ROAD |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| CHESTERTOWN | MD | 21620 | 4107781900 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/01/2012 | 05/21/2012 |
| 03/01/2012 | 05/21/2012 |
| 03/01/2012 | 05/21/2012 |
| 07/12/2012 | 07/31/2012 |
| 07/12/2012 | 07/31/2012 |
| 07/13/2009 | 08/13/2009 |
| 05/21/2010 | 07/05/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| maintain the highest well being of each resident . | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 3 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Many | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member | Few | 2 |

| | | |
|---|---|---|
| | | DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/21/2010 | 07/05/2010 |
| 05/21/2010 | 07/05/2010 |
| 05/21/2010 | 07/05/2010 |
| 05/23/2011 | 07/08/2011 |
| 05/23/2011 | 07/08/2011 |
| 09/15/2011 | 11/04/2011 |
| 09/15/2011 | 11/04/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Few | 2 |
| Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/15/2011 | 11/04/2011 |
| 09/15/2011 | 11/04/2011 |
| 09/15/2011 | 11/04/2011 |
| 09/15/2011 | 11/04/2011 |
| 09/15/2011 | 11/04/2011 |
| 09/15/2011 | 11/04/2011 |
| 09/15/2011 | 11/04/2011 |
| 09/15/2011 | 11/04/2011 |
| 09/15/2011 | 11/04/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215261 | FRANKLIN WOODS CENTER | 9200 FRANKLIN SQUARE DRIVE |
| 215262 | CHESTER RIVER MANOR | 200 MORGNEC ROAD |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| BALTIMORE | MD | 21237 | 4103912600 |
| CHESTERTOWN | MD | 21620 | 4107784550 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/15/2011 | 11/04/2011 |
| 12/07/2011 | 12/22/2011 |
| 02/02/2012 | 02/17/2012 |
| 04/12/2012 | 04/30/2012 |
| 12/21/2011 | 02/14/2012 |
| 08/03/2009 | 08/31/2009 |
| 08/03/2009 | 08/31/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | Few | 2 |
| 1) Hire only people with 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. | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 2 |
| 1) Hire only people with 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. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| to Federal, State, and local laws and professional standards. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 11/05/2009 | 12/28/2009 |
| 04/21/2010 | 07/01/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| resident . | | |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Make sure medically necessary lab services/tests are ordered by the attending physician. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Develop a complete care plan that | Few | 2 |

| | | |
|---|---|---|
| | | DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/21/2010 | 07/01/2010 |
| 11/22/2010 | 12/27/2010 |
| 11/22/2010 | 12/27/2010 |
| 11/22/2010 | 12/27/2010 |
| 11/22/2010 | 12/27/2010 |
| 11/22/2010 | 12/27/2010 |
| 11/22/2010 | 12/27/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| meets all of a resident's needs, with timetables and actions that can be measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/22/2010 | 12/27/2010 |
| 11/22/2010 | 12/27/2010 |
| 11/22/2010 | 12/27/2010 |
| 11/22/2010 | 12/27/2010 |
| 03/28/2011 | 04/27/2011 |
| 03/28/2011 | 04/27/2011 |
| 09/06/2011 | 11/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| receive proper services to prevent urinary tract infections and restore normal bladder function. | | |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/21/2011 | 01/20/2012 |
| 12/21/2011 | 01/20/2012 |
| 12/21/2011 | 01/20/2012 |
| 12/21/2011 | 01/20/2012 |
| 12/21/2011 | 01/20/2012 |
| 12/21/2011 | 01/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215264 | LARKIN CHASE | 15005 HEALTH CENTER DRIVE |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| BOWIE | MD | 20716 | 3018056070 |
| SYKESVILLE | MD | 21784 | 4107958808 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/21/2011 | 01/20/2012 |
| 12/21/2011 | 01/20/2012 |
| 04/11/2012 | 05/11/2012 |
| 04/11/2012 | 05/11/2012 |
| 06/14/2012 | 07/09/2012 |
| 06/14/2012 | 07/09/2012 |
| 06/14/2012 | 07/09/2012 |
| 07/06/2009 | 07/28/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| and clean way. | | |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 2 |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/06/2009 | 07/28/2009 |
| 10/27/2009 | 11/22/2009 |
| 12/10/2009 | 02/28/2010 |
| 12/03/2010 | 01/06/2011 |
| 12/03/2010 | 01/06/2011 |
| 12/03/2010 | 01/06/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| 1) Hire only people with 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. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/03/2010 | 01/06/2011 |
| 12/03/2010 | 01/06/2011 |
| 02/24/2011 | 05/05/2011 |
| 07/25/2011 | 08/27/2011 |
| 10/07/2011 | 10/28/2011 |
| 10/07/2011 | 10/28/2011 |
| 10/07/2011 | 10/28/2011 |
| 01/06/2012 | 02/20/2012 |
| 01/06/2012 | 02/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Keep all essential equipment working safely. | Some | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Some | 1 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215265 | COPPER RIDGE | 710 OBRECHT ROAD |
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| SYKESVILLE | MD | 21784 | 4107958808 |
| GLEN BURNIE | MD | 21060 | 4107663460 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/06/2012 | 02/20/2012 |
| 01/06/2012 | 02/20/2012 |
| 01/06/2012 | 02/20/2012 |
| 01/06/2012 | 02/20/2012 |
| 01/06/2012 | 02/20/2012 |
| 03/13/2012 | 04/12/2012 |
| 03/13/2012 | 04/12/2012 |
| 02/03/2010 | 04/12/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | | |
| Post nurse staffing information/data on a daily basis. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GLEN BURNIE | MD | 21060 | 4107663460 |
| GLEN BURNIE | MD | 21060 | 4107663460 |
| GLEN BURNIE | MD | 21060 | 4107663460 |
| GLEN BURNIE | MD | 21060 | 4107663460 |
| GLEN BURNIE | MD | 21060 | 4107663460 |
| GLEN BURNIE | MD | 21060 | 4107663460 |
| GLEN BURNIE | MD | 21060 | 4107663460 |
| GLEN BURNIE | MD | 21060 | 4107663460 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/03/2010 | 04/12/2010 |
| 03/16/2010 | 06/16/2010 |
| 08/24/2010 | 10/01/2010 |
| 07/15/2011 | 08/19/2011 |
| 07/15/2011 | 08/19/2011 |
| 08/18/2011 | 09/16/2011 |
| 08/18/2011 | 09/16/2011 |
| 08/18/2011 | 09/16/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| heal existing bed sores. | | |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |
| 215266 | GLEN BURNIE HEALTH AND REHABILITATION CENTER | 7355 FURNACE BRANCH ROAD EAST |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GLEN BURNIE | MD | 21060 | 4107663460 |
| GLEN BURNIE | MD | 21060 | 4107663460 |
| GLEN BURNIE | MD | 21060 | 4107663460 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/25/2011 | 12/04/2011 |
| 10/25/2011 | 12/04/2011 |
| 02/07/2012 | Not Available |
| 07/15/2009 | 08/25/2009 |
| 07/15/2009 | 08/25/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | | |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed. | Few | 2 |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Many | 4 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/15/2009 | 08/25/2009 |
| 07/28/2010 | 08/20/2010 |
| 07/28/2010 | 08/20/2010 |
| 07/28/2010 | 08/20/2010 |
| 07/28/2010 | 08/20/2010 |
| 07/28/2010 | 08/20/2010 |
| 07/28/2010 | 08/20/2010 |
| 05/06/2011 | 06/03/2011 |
| 05/06/2011 | 06/03/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| mistreatment of residents. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215267 | ST JOSEPH'S MINISTRIES | 331 SOUTH SETON AVENUE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| EMMITSBURG | MD | 21727 | 3014477000 |
| MOUNT AIRY | MD | 21771 | 3018290800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/06/2011 | 06/03/2011 |
| 05/06/2011 | 06/03/2011 |
| 09/08/2011 | 11/07/2011 |
| 09/08/2011 | 11/07/2011 |
| 09/08/2011 | 11/07/2011 |
| 06/05/2012 | 08/01/2012 |
| 06/05/2012 | 08/01/2012 |
| 01/07/2010 | 02/05/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Choose a doctor to serve as the medical director to create resident care policies and coordinate medical care in the | Many | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 02/15/2011 | 03/18/2011 |
| 02/15/2011 | 03/18/2011 |
| 02/15/2011 | 03/18/2011 |
| 02/15/2011 | 03/18/2011 |
| 01/03/2012 | 01/25/2012 |
| 01/03/2012 | 01/25/2012 |
| 01/03/2012 | 01/25/2012 |
| 01/03/2012 | 01/25/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| facility. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Some | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Have a program that investigates, | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215268 | PLEASANT VIEW NSG HOME | 4101 OLD NATIONAL PIKE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| MOUNT AIRY | MD | 21771 | 3018290800 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 02/24/2012 | 04/06/2012 |
| 02/24/2012 | 04/06/2012 |
| 02/24/2012 | 04/06/2012 |
| 02/24/2012 | 04/06/2012 |
| 02/24/2012 | 04/06/2012 |
| 11/16/2009 | 12/30/2009 |
| 11/16/2009 | 12/30/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| controls and keeps infection from spreading. | | |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| 1) Review the work of each nurse aide every year; and 2) give regular in-service training based upon these reviews. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/16/2009 | 12/30/2009 |
| 11/16/2009 | 12/30/2009 |
| 11/16/2009 | 12/30/2009 |
| 11/16/2009 | 12/30/2009 |
| 11/16/2009 | 12/30/2009 |
| 11/16/2009 | 12/30/2009 |
| 11/16/2009 | 12/30/2009 |
| 11/16/2009 | 12/30/2009 |
| 11/16/2009 | 12/30/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| services. | | |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Operate and provide services according | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 05/18/2010 | 05/18/2010 |
| 05/18/2010 | 05/18/2010 |
| 09/16/2010 | 10/25/2010 |
| 09/16/2010 | 10/25/2010 |
| 09/16/2010 | 10/25/2010 |
| 01/14/2011 | 02/21/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| to Federal, State, and local laws and professional standards. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 01/14/2011 | 02/21/2011 |
| 01/14/2011 | 02/21/2011 |
| 01/14/2011 | 02/21/2011 |
| 01/14/2011 | 02/21/2011 |
| 01/14/2011 | 02/21/2011 |
| 01/14/2011 | 02/21/2011 |
| 01/14/2011 | 02/21/2011 |
| 01/27/2012 | 03/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Give notice to the resident before a room or roommate change. | Some | 1 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

| | | |
|---|---|---|
| resident . | | |
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215269 | ELKTON CARE AND REHABILITATION CENTER | ONE PRICE DRIVE |
| 215270 | SOLOMONS NURSING CENTER | 13325 DOWELL RD, P.O. BOX 1509 |
| 215270 | SOLOMONS NURSING CENTER | 13325 DOWELL RD, P.O. BOX 1509 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| ELKTON | MD | 21921 | 4103986474 |
| SOLOMONS | MD | 20688 | 4103260077 |
| SOLOMONS | MD | 20688 | 4103260077 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 01/27/2012 | 03/01/2012 |
| 09/04/2012 | 09/30/2012 |
| 09/04/2012 | 09/30/2012 |
| 09/28/2010 | 08/10/2010 |
| 08/02/2012 | 08/31/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215271 | FUTURE CARE SANDTOWN-WINCHESTER | 1000 N. GILMORE STREET |
| 215271 | FUTURE CARE SANDTOWN-WINCHESTER | 1000 N. GILMORE STREET |
| 215271 | FUTURE CARE SANDTOWN-WINCHESTER | 1000 N. GILMORE STREET |
| 215271 | FUTURE CARE SANDTOWN-WINCHESTER | 1000 N. GILMORE STREET |
| 215271 | FUTURE CARE SANDTOWN-WINCHESTER | 1000 N. GILMORE STREET |
| 215271 | FUTURE CARE SANDTOWN-WINCHESTER | 1000 N. GILMORE STREET |
| 215271 | FUTURE CARE SANDTOWN-WINCHESTER | 1000 N. GILMORE STREET |
| 215271 | FUTURE CARE SANDTOWN-WINCHESTER | 1000 N. GILMORE STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21217 | 4106692750 |
| BALTIMORE | MD | 21217 | 4106692750 |
| BALTIMORE | MD | 21217 | 4106692750 |
| BALTIMORE | MD | 21217 | 4106692750 |
| BALTIMORE | MD | 21217 | 4106692750 |
| BALTIMORE | MD | 21217 | 4106692750 |
| BALTIMORE | MD | 21217 | 4106692750 |
| BALTIMORE | MD | 21217 | 4106692750 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/10/2009 | 01/03/2010 |
| 08/20/2010 | 09/10/2010 |
| 08/20/2010 | 09/10/2010 |
| 03/15/2011 | 04/25/2011 |
| 03/15/2011 | 04/25/2011 |
| 01/25/2012 | 02/10/2012 |
| 01/25/2012 | 02/10/2012 |
| 01/25/2012 | 02/10/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Have a program that investigates, controls and keeps infection from spreading. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215271 | FUTURE CARE SANDTOWN-WINCHESTER | 1000 N. GILMORE STREET |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21217 | 4106692750 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/25/2012 | 02/10/2012 |
| 07/02/2009 | 07/17/2009 |
| 07/02/2009 | 07/17/2009 |
| 07/02/2009 | 07/17/2009 |
| 07/02/2009 | 07/17/2009 |
| 02/17/2010 | 04/17/2010 |
| 02/17/2010 | 04/17/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| spreading. | | |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Help and prepare each resident for a safe and easy discharge and transfer from the nursing home. | Some | 2 |
| Provide medically-related social services to help each resident achieve the highest possible quality of life. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/17/2010 | 04/17/2010 |
| 02/17/2010 | 04/17/2010 |
| 02/17/2010 | 04/17/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Some | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Some | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Some | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Some | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Some | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 05/04/2010 | 06/18/2010 |
| 07/07/2010 | 08/21/2010 |
| 07/07/2010 | 08/21/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| drug/medication is managed and monitored to achieve highest well being. | | |
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Some | 2 |
| Give or get specialized rehabilitative services per the patient's assessment or plan of care. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| to Federal, State, and local laws and professional standards. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide medically-related social services to help each resident achieve the highest possible quality of life. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Check and assess each resident's assessment at least every 3 months. | Some | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |
| GAITHERSBURG | MD | 20879 | 3015272500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |
| 06/03/2011 | 07/18/2011 |
| 12/12/2011 | 01/26/2012 |
| 05/09/2012 | 05/23/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| maintain the highest well being of each resident . | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Some | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | ROAD |
| 215272 | MONTGOMERY VILLAGE HEALTH CARE CENTER | 19301 WATKINS MILL ROAD |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GAITHERSBURG | MD | 20879 | 3015272500 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/11/2012 | 06/30/2012 |
| 12/15/2009 | 01/22/2010 |
| 07/27/2010 | 08/27/2010 |
| 07/27/2010 | 08/27/2010 |
| 07/27/2010 | 08/27/2010 |
| 01/27/2011 | 02/21/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/06/2011 | 05/03/2011 |
| 01/31/2012 | 03/01/2012 |
| 01/31/2012 | 03/01/2012 |
| 04/17/2012 | 05/08/2012 |
| 05/16/2012 | 06/18/2012 |
| 05/16/2012 | 06/18/2012 |
| 05/16/2012 | 06/18/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | 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. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |
| WALDORF | MD | 20602 | 3016452813 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/16/2012 | 06/18/2012 |
| 06/22/2012 | 08/01/2012 |
| 06/22/2012 | 08/01/2012 |
| 06/22/2012 | 08/01/2012 |
| 06/22/2012 | 08/01/2012 |
| 06/22/2012 | 08/01/2012 |
| 06/22/2012 | 08/01/2012 |
| 06/22/2012 | 08/01/2012 |
| 06/22/2012 | 08/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Provide care for each resident in a way that keeps or builds the resident's quality of life. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215273 | WALDORF CENTER | 4140 OLD WASHINGTON HIGHWAY |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WALDORF | MD | 20602 | 3016452813 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/24/2012 | 09/28/2012 |
| 09/18/2009 | 11/30/2009 |
| 09/18/2009 | 11/30/2009 |
| 09/18/2009 | 11/30/2009 |
| 09/18/2009 | 11/30/2009 |
| 09/18/2009 | 11/30/2009 |
| 09/18/2009 | 11/30/2009 |
| 09/18/2009 | 11/30/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| meet professional standards. | | |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide activities to meet the interests and needs of each resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/18/2009 | 11/30/2009 |
| 09/18/2009 | 11/30/2009 |
| 09/18/2009 | 11/30/2009 |
| 09/18/2009 | 11/30/2009 |
| 11/10/2009 | 12/18/2009 |
| 11/10/2009 | 12/18/2009 |
| 02/04/2010 | 02/04/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| resident . | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Few | 2 |
| Make sure medically necessary lab services/tests are ordered by the attending physician. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/04/2010 | 04/15/2010 |
| 12/10/2010 | Not Available |
| 12/10/2010 | Not Available |
| 12/10/2010 | Not Available |
| 12/10/2010 | Not Available |
| 12/10/2010 | Not Available |
| 12/10/2010 | Not Available |
| 12/10/2010 | Not Available |
| 12/10/2010 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Post nurse staffing information/data on a daily basis. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |

| | | |
|---|---|---|
| | REHAB CTR | |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215277 | WEST MD HEALTH SYST FROSTBURG NRSG AND REHAB CTR | 48 TARN TERRACE |
| 215278 | GLEN MEADOWS RETIREMENT COM. | 11630 GLEN ARM ROAD |
| 215278 | GLEN MEADOWS RETIREMENT COM. | 11630 GLEN ARM ROAD |
| 215278 | GLEN MEADOWS RETIREMENT COM. | 11630 GLEN ARM ROAD |
| 215278 | GLEN MEADOWS RETIREMENT COM. | 11630 GLEN ARM ROAD |
| 215278 | GLEN MEADOWS RETIREMENT COM. | 11630 GLEN ARM ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| FROSTBURG | MD | 21532 | 3016891391 |
| GLEN ARM | MD | 21057 | 4105925310 |
| GLEN ARM | MD | 21057 | 4105925310 |
| GLEN ARM | MD | 21057 | 4105925310 |
| GLEN ARM | MD | 21057 | 4105925310 |
| GLEN ARM | MD | 21057 | 4105925310 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/10/2010 | Not Available |
| 12/10/2010 | Not Available |
| 02/10/2011 | 03/21/2011 |
| 11/23/2009 | 12/07/2009 |
| 08/12/2010 | 08/20/2010 |
| 01/11/2011 | 02/04/2011 |
| 01/11/2011 | 02/04/2011 |
| 02/14/2012 | 03/30/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| and clean way. | | |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Keep all essential equipment working safely. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure services provided by the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215294 | SUBACUTE CARE CTR SOUTHERN MD | 7503 SURRATTS ROAD |
| 215294 | SUBACUTE CARE CTR SOUTHERN MD | 7503 SURRATTS ROAD |
| 215294 | SUBACUTE CARE CTR SOUTHERN MD | 7503 SURRATTS ROAD |
| 215296 | THE VILLA | 6806 BELLONA AVENUE |
| 215296 | THE VILLA | 6806 BELLONA AVENUE |
| 215296 | THE VILLA | 6806 BELLONA AVENUE |
| 215296 | THE VILLA | 6806 BELLONA AVENUE |
| 215296 | THE VILLA | 6806 BELLONA AVENUE |
| 215297 | SOUTH RIVER HEALTH AND REHABILITATION CENTER | 144 WASHINGTON ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| CLINTON | MD | 20735 | 3018775886 |
| CLINTON | MD | 20735 | 3018775886 |
| CLINTON | MD | 20735 | 3018775886 |
| BALTIMORE | MD | 21212 | 4103772450 |
| BALTIMORE | MD | 21212 | 4103772450 |
| BALTIMORE | MD | 21212 | 4103772450 |
| BALTIMORE | MD | 21212 | 4103772450 |
| BALTIMORE | MD | 21212 | 4103772450 |
| EDGEWATER | MD | 21037 | 4109565000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 06/20/2012 | 07/12/2012 |
| 06/20/2012 | 07/12/2012 |
| 06/20/2012 | 07/12/2012 |
| 04/23/2012 | 05/31/2012 |
| 04/23/2012 | 05/31/2012 |
| 04/23/2012 | 05/31/2012 |
| 04/23/2012 | 05/31/2012 |
| 04/23/2012 | 05/31/2012 |
| 09/03/2009 | 09/29/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| nursing facility meet professional standards of quality. | | |
| Provide housekeeping and maintenance services. | Many | 1 |
| Provide adequate and comfortable lighting levels in all areas. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215297 | SOUTH RIVER HEALTH AND REHABILITATION CENTER | 144 WASHINGTON ROAD |
| 215297 | SOUTH RIVER HEALTH AND REHABILITATION CENTER | 144 WASHINGTON ROAD |
| 215297 | SOUTH RIVER HEALTH AND REHABILITATION CENTER | 144 WASHINGTON ROAD |
| 215297 | SOUTH RIVER HEALTH AND REHABILITATION CENTER | 144 WASHINGTON ROAD |
| 215297 | SOUTH RIVER HEALTH AND REHABILITATION CENTER | 144 WASHINGTON ROAD |
| 215297 | SOUTH RIVER HEALTH AND REHABILITATION CENTER | 144 WASHINGTON ROAD |
| 215297 | SOUTH RIVER HEALTH AND REHABILITATION CENTER | 144 WASHINGTON ROAD |
| 215297 | SOUTH RIVER HEALTH AND REHABILITATION CENTER | 144 WASHINGTON ROAD |
| 215297 | SOUTH RIVER HEALTH AND REHABILITATION CENTER | 144 WASHINGTON ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| EDGEWATER | MD | 21037 | 4109565000 |
| EDGEWATER | MD | 21037 | 4109565000 |
| EDGEWATER | MD | 21037 | 4109565000 |
| EDGEWATER | MD | 21037 | 4109565000 |
| EDGEWATER | MD | 21037 | 4109565000 |
| EDGEWATER | MD | 21037 | 4109565000 |
| EDGEWATER | MD | 21037 | 4109565000 |
| EDGEWATER | MD | 21037 | 4109565000 |
| EDGEWATER | MD | 21037 | 4109565000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/01/2010 | 04/17/2010 |
| 08/19/2010 | 09/30/2010 |
| 10/21/2010 | 10/21/2010 |
| 03/08/2011 | 03/11/2011 |
| 12/13/2011 | Not Available |
| 12/13/2011 | Not Available |
| 12/13/2011 | Not Available |
| 06/27/2012 | 07/25/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| resident. | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide a safe, clean, comfortable and homelike environment. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 07/20/2009 | 08/31/2009 |
| 07/20/2009 | 08/31/2009 |
| 07/20/2009 | 08/31/2009 |
| 07/20/2009 | 08/31/2009 |
| 08/03/2009 | 08/31/2009 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| 1) Hire only people with 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. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| keeps or builds each resident's dignity and respect of individuality. | | |
| Provide housekeeping and maintenance services. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that each residents' abilities in activities of daily living do not decline, unless unavoidable. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Few | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 3 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 3 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |
| 06/22/2010 | 08/27/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| (wrong drug, wrong dose, wrong time) to less than 5%. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Give specialized rehabilitative services that are medically necessary by qualified personnel, when ordered by a doctor. | Some | 2 |
| Provide or obtain dental services for each resident. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Set up an ongoing quality assessment and assurance group to review quality | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/14/2011 | 03/31/2011 |
| 01/14/2011 | 03/31/2011 |
| 01/14/2011 | 03/31/2011 |
| 01/14/2011 | 03/31/2011 |
| 01/14/2011 | 03/31/2011 |
| 06/30/2011 | 08/14/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| and assurance group to review quality deficiencies quarterly, and develop corrective plans of action. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/30/2011 | 08/14/2011 |
| 06/30/2011 | 08/14/2011 |
| 06/30/2011 | 08/14/2011 |
| 12/07/2011 | 01/17/2012 |
| 12/07/2011 | 01/17/2012 |
| 12/07/2011 | 01/17/2012 |
| 03/27/2012 | 06/08/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| measured. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Many | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/27/2012 | 06/08/2012 |
| 03/27/2012 | 06/08/2012 |
| 03/27/2012 | 06/08/2012 |
| 03/27/2012 | 06/08/2012 |
| 03/27/2012 | 06/08/2012 |
| 03/27/2012 | 06/08/2012 |
| 03/27/2012 | 06/08/2012 |
| 03/27/2012 | 06/08/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215299 | ROCK GLEN NSG & REHAB CTR | 10 N. ROCK GLEN ROAD |
| 215300 | MARIA HEALTH CARE CENTER, INC. | 6401 N. CHARLES STREET |
| 215300 | MARIA HEALTH CARE CENTER, INC. | 6401 N. CHARLES STREET |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21229 | 4106462100 |
| BALTIMORE | MD | 21212 | 4103777774 |
| BALTIMORE | MD | 21212 | 4103777774 |
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/29/2012 | 08/08/2012 |
| 06/29/2012 | 08/08/2012 |
| 03/16/2010 | 04/23/2010 |
| 03/16/2010 | 04/23/2010 |
| 07/06/2009 | 08/14/2009 |
| 12/02/2009 | 01/15/2010 |
| 03/25/2010 | 05/06/2010 |
| 03/25/2010 | 05/06/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| meet professional standards. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 3 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/06/2010 | 01/14/2011 |
| 12/06/2010 | 01/14/2011 |
| 04/01/2011 | Not Available |
| 04/01/2011 | Not Available |
| 02/02/2012 | 04/13/2012 |
| 02/02/2012 | 04/13/2012 |
| 02/02/2012 | 04/13/2012 |
| 02/02/2012 | 04/13/2012 |
| 02/02/2012 | 04/13/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| it is not possible to do so. | | |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215301 | MANORCARE HEALTH SERVICES - ROLAND PARK | 4669 FALLS ROAD |
| 215302 | PENINSULA REGIONAL MEDICAL CTR | 100 EAST CARROLL STREET |
| 215302 | PENINSULA REGIONAL MEDICAL CTR | 100 EAST CARROLL STREET |
| 215302 | PENINSULA REGIONAL MEDICAL CTR | 100 EAST CARROLL STREET |
| 215304 | ASBURY SOLOMONS | 11750 ASBURY CIRCLE |
| 215304 | ASBURY SOLOMONS | 11750 ASBURY CIRCLE |
| 215304 | ASBURY SOLOMONS | 11750 ASBURY CIRCLE |
| 215307 | EGLE NURSING HOME | 57 JACKSON STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21209 | 4106628606 |
| BALTIMORE | MD | 21209 | 4106628606 |
| SALISBURY | MD | 21801 | 4105466400 |
| SALISBURY | MD | 21801 | 4105466400 |
| SALISBURY | MD | 21801 | 4105466400 |
| SOLOMONS | MD | 20688 | 4103943072 |
| SOLOMONS | MD | 20688 | 4103943072 |
| SOLOMONS | MD | 20688 | 4103943072 |
| LONACONING | MD | 21539 | 3014635451 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/02/2012 | 04/13/2012 |
| 09/04/2012 | 09/28/2012 |
| 08/23/2012 | 09/21/2012 |
| 08/23/2012 | 09/21/2012 |
| 08/23/2012 | 09/21/2012 |
| 07/30/2009 | 08/20/2009 |
| 09/29/2010 | 10/31/2010 |
| 04/30/2012 | 07/27/2012 |
| 02/09/2011 | 03/29/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| drug/medication is managed and monitored to achieve highest well being. | | |
| Keep clinical records for 1) The length of time that is required by State law; or 2) Five years from the date of discharge when no requirement in State law. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Provide or obtain dental services for each resident. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Some | 1 |
| Develop a complete care plan that meets all of a resident's needs, with | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215307 | EGLE NURSING HOME | 57 JACKSON STREET |
| 215307 | EGLE NURSING HOME | 57 JACKSON STREET |
| 215307 | EGLE NURSING HOME | 57 JACKSON STREET |
| 215307 | EGLE NURSING HOME | 57 JACKSON STREET |
| 215307 | EGLE NURSING HOME | 57 JACKSON STREET |
| 215307 | EGLE NURSING HOME | 57 JACKSON STREET |
| 215307 | EGLE NURSING HOME | 57 JACKSON STREET |
| 215307 | EGLE NURSING HOME | 57 JACKSON STREET |
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| LONACONING | MD | 21539 | 3014635451 |
| LONACONING | MD | 21539 | 3014635451 |
| LONACONING | MD | 21539 | 3014635451 |
| LONACONING | MD | 21539 | 3014635451 |
| LONACONING | MD | 21539 | 3014635451 |
| LONACONING | MD | 21539 | 3014635451 |
| LONACONING | MD | 21539 | 3014635451 |
| LONACONING | MD | 21539 | 3014635451 |
| BEL AIR | MD | 21014 | 4108791120 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/16/2012 | 04/16/2012 |
| 02/16/2012 | 04/16/2012 |
| 02/16/2012 | 04/16/2012 |
| 02/16/2012 | 04/16/2012 |
| 02/16/2012 | 04/16/2012 |
| 02/16/2012 | 04/16/2012 |
| 02/16/2012 | 04/16/2012 |
| 02/16/2012 | 04/16/2012 |
| 09/28/2009 | 11/02/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| meets all of a resident's needs, with timetables and actions that can be measured. | | |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Put firmly secured handrails on each side of hallways. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BEL AIR | MD | 21014 | 4108791120 |
| BEL AIR | MD | 21014 | 4108791120 |
| BEL AIR | MD | 21014 | 4108791120 |
| BEL AIR | MD | 21014 | 4108791120 |
| BEL AIR | MD | 21014 | 4108791120 |
| BEL AIR | MD | 21014 | 4108791120 |
| BEL AIR | MD | 21014 | 4108791120 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/05/2010 | 09/09/2010 |
| 08/05/2010 | 09/09/2010 |
| 08/05/2010 | 09/09/2010 |
| 08/05/2010 | 09/09/2010 |
| 01/18/2011 | 03/10/2011 |
| 01/28/2011 | 03/10/2011 |
| 01/28/2011 | 03/10/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |
| 215312 | BEL AIR HEALTH AND REHABILITATION CENTER | 410 EAST MCPHAIL ROAD |
| 215313 | GLADE VALLEY CENTER | 56 WEST FREDERICK STREET |
| 215313 | GLADE VALLEY CENTER | 56 WEST FREDERICK STREET |
| 215313 | GLADE VALLEY CENTER | 56 WEST FREDERICK STREET |
| 215313 | GLADE VALLEY CENTER | 56 WEST FREDERICK STREET |
| 215313 | GLADE VALLEY CENTER | 56 WEST FREDERICK STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BEL AIR | MD | 21014 | 4108791120 |
| BEL AIR | MD | 21014 | 4108791120 |
| BEL AIR | MD | 21014 | 4108791120 |
| WALKERSVILLE | MD | 21793 | 3018984300 |
| WALKERSVILLE | MD | 21793 | 3018984300 |
| WALKERSVILLE | MD | 21793 | 3018984300 |
| WALKERSVILLE | MD | 21793 | 3018984300 |
| WALKERSVILLE | MD | 21793 | 3018984300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/14/2011 | 04/14/2011 |
| 04/14/2011 | 04/14/2011 |
| 12/01/2011 | Not Available |
| 08/27/2009 | 09/24/2009 |
| 08/27/2009 | 09/24/2009 |
| 11/14/2011 | 11/16/2011 |
| 12/01/2011 | 02/01/2012 |
| 12/01/2011 | 02/01/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Hire only people with 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. | Some | 1 |
| Provide enough notice before discharging or transferring a resident. | Few | 2 |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215313 | GLADE VALLEY CENTER | 56 WEST FREDERICK STREET |
| 215313 | GLADE VALLEY CENTER | 56 WEST FREDERICK STREET |
| 215313 | GLADE VALLEY CENTER | 56 WEST FREDERICK STREET |
| 215313 | GLADE VALLEY CENTER | 56 WEST FREDERICK STREET |
| 215314 | GREATER BALTIMORE MEDICAL CENTER SUB ACUTE UNIT | 6701 NORTH CHARLES STREET |
| 215314 | GREATER BALTIMORE MEDICAL CENTER SUB ACUTE UNIT | 6701 NORTH CHARLES STREET |
| 215314 | GREATER BALTIMORE MEDICAL CENTER SUB ACUTE UNIT | 6701 NORTH CHARLES STREET |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| WALKERSVILLE | MD | 21793 | 3018984300 |
| WALKERSVILLE | MD | 21793 | 3018984300 |
| WALKERSVILLE | MD | 21793 | 3018984300 |
| WALKERSVILLE | MD | 21793 | 3018984300 |
| BALTIMORE | MD | 21204 | 4438492012 |
| BALTIMORE | MD | 21204 | 4438492012 |
| BALTIMORE | MD | 21204 | 4438492012 |
| BURTONSVILLE | MD | 20866 | 3013881400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/01/2011 | 02/01/2012 |
| 12/01/2011 | 02/01/2012 |
| 12/01/2011 | 02/01/2012 |
| 12/01/2011 | 02/01/2012 |
| 07/18/2012 | 08/06/2012 |
| 07/18/2012 | 08/06/2012 |
| 07/18/2012 | 08/06/2012 |
| 03/04/2010 | 05/03/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/04/2010 | 05/03/2010 |
| 03/04/2010 | 05/03/2010 |
| 03/04/2010 | 05/03/2010 |
| 03/04/2010 | 05/03/2010 |
| 03/04/2010 | 05/03/2010 |
| 03/04/2010 | 05/03/2010 |
| 03/04/2010 | 05/03/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| refuse to take part in an experiment and formulate advance directives. | | |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Few | 2 |
| Review or revise the resident's care plan after any major change in a resident's physical or mental health. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/04/2010 | 05/03/2010 |
| 03/04/2010 | 05/03/2010 |
| 03/04/2010 | 05/03/2010 |
| 06/17/2010 | 07/23/2010 |
| 06/17/2010 | 07/23/2010 |
| 06/17/2010 | 07/23/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | | |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Quickly tell the resident's doctor the results of lab tests. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215315 | HOLY CROSS REHAB AND NURSING | 3415 GREENCASTLE ROAD |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION | 313 HOSPITAL DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| BURTONSVILLE | MD | 20866 | 3013881400 |
| GLEN BURNIE | MD | 21061 | 4107611222 |
| GLEN BURNIE | MD | 21061 | 4107611222 |
| GLEN BURNIE | MD | 21061 | 4107611222 |
| GLEN BURNIE | MD | 21061 | 4107611222 |
| GLEN BURNIE | MD | 21061 | 4107611222 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/14/2010 | 01/14/2011 |
| 09/15/2011 | 10/15/2011 |
| 05/18/2012 | 06/18/2012 |
| 10/15/2009 | 10/31/2009 |
| 10/16/2009 | 10/16/2009 |
| 03/18/2010 | 04/30/2010 |
| 06/25/2010 | 07/30/2010 |
| 06/25/2010 | 07/30/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| results of lab tests. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Some | 1 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 1 |
| Maintain drug records and properly | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | CENTER | |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |
| 215316 | NORTH ARUNDEL HEALTH AND REHABILITATION CENTER | 313 HOSPITAL DRIVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GLEN BURNIE | MD | 21061 | 4107611222 |
| GLEN BURNIE | MD | 21061 | 4107611222 |
| GLEN BURNIE | MD | 21061 | 4107611222 |
| GLEN BURNIE | MD | 21061 | 4107611222 |
| GLEN BURNIE | MD | 21061 | 4107611222 |
| GLEN BURNIE | MD | 21061 | 4107611222 |
| GLEN BURNIE | MD | 21061 | 4107611222 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 12/21/2011 | 03/16/2012 |
| 12/21/2011 | 02/10/2012 |
| 12/21/2011 | 02/10/2012 |
| 12/21/2011 | 03/16/2012 |
| 12/21/2011 | 02/10/2012 |
| 03/29/2012 | 05/03/2012 |
| 06/13/2012 | 07/13/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| mark/label drugs and other similar products according to accepted professional standards. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 3 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/12/2009 | 09/12/2009 |
| 08/12/2009 | 09/12/2009 |
| 09/16/2010 | 10/31/2010 |
| 09/16/2010 | 10/31/2010 |
| 09/16/2010 | 10/31/2010 |
| 09/16/2010 | 10/31/2010 |
| 09/16/2010 | 10/31/2010 |
| 09/16/2010 | 10/31/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 1 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 09/16/2010 | 10/31/2010 |
| 09/16/2010 | 10/31/2010 |
| 09/16/2010 | 10/31/2010 |
| 09/16/2010 | 10/31/2010 |
| 09/13/2011 | 10/28/2011 |
| 09/13/2011 | 10/28/2011 |
| 09/13/2011 | 10/28/2011 |
| 09/13/2011 | 10/28/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| maintain the highest well being of each resident . | | |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Make sure that doctors visit residents regularly, as required. | Some | 1 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| NORTH BETHESDA | MD | 20852 | 3018978566 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/13/2011 | 10/28/2011 |
| 09/13/2011 | 10/28/2011 |
| 09/13/2011 | 10/28/2011 |
| 09/13/2011 | 10/28/2011 |
| 08/27/2012 | 10/10/2012 |
| 08/27/2012 | 10/10/2012 |
| 08/27/2012 | 10/10/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| receive proper services to prevent urinary tract infections and restore normal bladder function. | | |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215320 | BRIGHTON GARDEN TUCKERMAN LANE | 5550 TUCKERMAN LANE |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| NORTH BETHESDA | MD | 20852 | 3018978566 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/27/2012 | 10/10/2012 |
| 07/02/2009 | 09/04/2009 |
| 07/02/2009 | 09/04/2009 |
| 07/02/2009 | 09/04/2009 |
| 07/02/2009 | 09/04/2009 |
| 01/05/2010 | 01/29/2010 |
| 06/16/2010 | 07/31/2010 |
| 09/01/2010 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Quickly tell the resident's doctor the results of lab tests. | Few | 2 |
| Provide care for each resident in a way that keeps or builds the resident's quality of life. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/01/2010 | Not Available |
| 09/01/2010 | Not Available |
| 12/10/2010 | 01/06/2011 |
| 12/10/2010 | 01/06/2011 |
| 04/08/2011 | 05/20/2011 |
| 04/08/2011 | 05/20/2011 |
| 12/02/2011 | 01/16/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Some | 1 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Protect each resident from all abuse, physical punishment, and being separated from others. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 12/02/2011 | 01/16/2012 |
| 12/02/2011 | 01/16/2012 |
| 12/02/2011 | 01/16/2012 |
| 12/20/2011 | 02/02/2012 |
| 12/20/2011 | 02/02/2012 |
| 04/19/2012 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| nursing facility meet professional standards of quality. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215321 | JULIA MANOR HEALTH CARE CENTER | 333 MILL STREET |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| HAGERSTOWN | MD | 21740 | 3016658700 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/20/2012 | 06/15/2012 |
| 04/20/2012 | 06/15/2012 |
| 04/20/2012 | 06/15/2012 |
| 03/30/2010 | 05/14/2010 |
| 03/30/2010 | 05/14/2010 |
| 03/30/2010 | 05/14/2010 |
| 03/30/2010 | 05/14/2010 |
| 03/30/2010 | 05/14/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| the resident's death. | | |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that residents receive proper treatment and assistive devices to maintain their vision and hearing. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 03/30/2010 | 05/14/2010 |
| 03/30/2010 | 05/14/2010 |
| 03/30/2010 | 05/14/2010 |
| 03/30/2010 | 05/14/2010 |
| 03/30/2010 | 05/14/2010 |
| 03/30/2010 | 05/14/2010 |
| 01/07/2011 | 02/18/2011 |
| 10/17/2011 | 11/28/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| standards of quality. | | |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Post nurse staffing information/data on a daily basis. | Some | 1 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Dispose of garbage and refuse properly. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/06/2012 | 05/21/2012 |
| 04/06/2012 | 05/21/2012 |
| 04/06/2012 | 05/21/2012 |
| 04/06/2012 | 05/21/2012 |
| 04/06/2012 | 05/21/2012 |
| 04/06/2012 | 05/21/2012 |
| 04/06/2012 | 05/21/2012 |
| 04/06/2012 | 05/21/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |
| 215323 | CRESCENT CITIES CENTER | 4409 EAST WEST HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |
| RIVERDALE | MD | 20737 | 3016992000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/06/2012 | 05/21/2012 |
| 04/06/2012 | 05/21/2012 |
| 04/06/2012 | 05/21/2012 |
| 07/18/2012 | 08/28/2012 |
| 07/18/2012 | 08/28/2012 |
| 07/18/2012 | 08/28/2012 |
| 07/18/2012 | 08/28/2012 |
| 07/18/2012 | 08/28/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| spreading. | | |
| Put firmly secured handrails on each side of hallways. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| meet professional standards. | | |
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that each residents' abilities in activities of daily living do not decline, unless unavoidable. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |
| 07/16/2009 | 09/07/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| heal existing bed sores. | | |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Put firmly secured handrails on each side of hallways. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Give or get quality lab services/tests in a | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/16/2009 | 09/07/2009 |
| 07/23/2010 | 08/30/2010 |
| 07/23/2010 | 08/30/2010 |
| 07/23/2010 | 08/30/2010 |
| 07/23/2010 | 08/30/2010 |
| 07/23/2010 | 08/30/2010 |
| 07/23/2010 | 08/30/2010 |
| 07/23/2010 | 08/30/2010 |
| 07/23/2010 | 08/30/2010 |
| 07/23/2010 | 08/30/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| timely manner to meet the needs of residents. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Give notice to the resident before a room or roommate change. | Few | 2 |
| Provide housekeeping and maintenance services. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/23/2010 | 08/30/2010 |
| 07/23/2010 | 08/30/2010 |
| 07/23/2010 | 08/30/2010 |
| 10/26/2010 | 11/30/2010 |
| 10/26/2010 | 11/30/2010 |
| 12/20/2011 | 01/20/2012 |
| 07/02/2012 | 07/31/2012 |
| 07/02/2012 | 07/31/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| maintain the highest well being of each resident . | | |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Make sure services provided by the nursing facility meet professional | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215324 | FUTURE CARE CHARLES VILLAGE, LLC | 2327 N. CHARLES ST |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| BALTIMORE | MD | 21218 | 4108898500 |
| ANNAPOLIS | MD | 21401 | 4108971300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 07/02/2012 | 07/31/2012 |
| 07/02/2012 | 07/31/2012 |
| 07/02/2012 | 07/31/2012 |
| 07/02/2012 | 07/31/2012 |
| 07/02/2012 | 07/31/2012 |
| 07/09/2009 | 08/05/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| nursing facility meet professional standards of quality. | | |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION | 2700 SOUTH HAVEN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/09/2009 | 08/05/2009 |
| 07/09/2009 | 08/05/2009 |
| 03/02/2010 | 04/15/2010 |
| 05/12/2010 | 06/11/2010 |
| 08/27/2010 | 10/11/2010 |
| 08/27/2010 | 10/11/2010 |
| 08/01/2011 | 09/15/2011 |
| 08/01/2011 | 09/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| resident. | | |
| Develop a post-discharge plan with the resident and family for the resident's care after leaving the nursing home. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Keep each resident's personal and medical records private and confidential. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that residents are safe from | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | CENTER | |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |
| 215325 | HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER | 2700 SOUTH HAVEN ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |
| ANNAPOLIS | MD | 21401 | 4108971300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/16/2011 | 12/28/2011 |
| 11/16/2011 | 12/28/2011 |
| 12/15/2011 | 01/29/2012 |
| 12/15/2011 | 01/29/2012 |
| 02/22/2012 | Not Available |
| 07/03/2012 | 08/17/2012 |
| 09/10/2012 | 10/25/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| serious medication errors. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing. | Few | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Some | 2 |
| Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/25/2010 | 07/09/2010 |
| 05/04/2011 | 06/11/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Some | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/05/2011 | 08/01/2011 |
| 07/05/2011 | 08/01/2011 |
| 07/05/2011 | 08/01/2011 |
| 08/25/2011 | 10/07/2011 |
| 08/25/2011 | 10/07/2011 |
| 08/25/2011 | 10/07/2011 |
| 08/25/2011 | 10/07/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| and provides supervision to prevent avoidable accidents. | | |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Reasonably accommodate the needs and preferences of each resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215326 | SUMMIT PARK HEALTH AND REHABILITATION CENTER | 1502 FREDERICK ROAD |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| CATONSVILLE | MD | 21228 | 4107473287 |
| TAKOMA PARK | MD | 20912 | 3012704200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/25/2011 | 10/07/2011 |
| 08/25/2011 | 10/07/2011 |
| 08/25/2011 | 10/07/2011 |
| 08/25/2011 | 10/07/2011 |
| 08/25/2011 | 10/07/2011 |
| 08/25/2011 | 10/07/2011 |
| 08/25/2011 | 10/07/2011 |
| 11/10/2009 | 01/10/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| timetables and actions that can be measured. | | |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Offer other nutritional food to each resident who will not eat the food served. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/10/2009 | 01/10/2010 |
| 11/10/2009 | 01/10/2010 |
| 11/10/2009 | 01/10/2010 |
| 11/10/2009 | 01/10/2010 |
| 11/10/2009 | 01/10/2010 |
| 11/10/2009 | 01/10/2010 |
| 11/10/2009 | 01/10/2010 |
| 11/10/2009 | 01/10/2010 |
| 11/10/2009 | 01/10/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| (injury/decline/room, etc.) that affect the resident. | | |
| Let each resident choose a personal doctor. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 1 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 11/10/2009 | 01/10/2010 |
| 05/12/2010 | 06/18/2010 |
| 05/12/2010 | 06/18/2010 |
| 05/12/2010 | 06/18/2010 |
| 05/12/2010 | 06/18/2010 |
| 05/12/2010 | 06/18/2010 |
| 05/12/2010 | 06/18/2010 |
| 05/12/2010 | 06/18/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| to Federal, State, and local laws and professional standards. | | |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that doctors visit residents regularly, as required. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/08/2010 | 06/25/2010 |
| 07/27/2010 | 09/10/2010 |
| 07/30/2010 | 09/10/2010 |
| 05/20/2011 | 06/30/2011 |
| 05/20/2011 | 06/30/2011 |
| 01/06/2012 | 02/10/2012 |
| 01/06/2012 | 03/06/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for. | Some | 1 |
| Determine if it is safe for the resident to self-administer drugs. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that each residents' abilities in activities of daily living do not decline, unless unavoidable. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 03/06/2012 |
| 01/06/2012 | 01/18/2012 |
| 01/06/2012 | 03/06/2012 |
| 03/13/2012 | 04/25/2012 |
| 06/19/2012 | 07/09/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| and services to increase range of motion. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Some | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Some | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 3 |
| Immediately tell the resident, the resident's doctor and a family member | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215327 | SLIGO CREEK CENTER | 7525 CARROLL AVENUE |
| 215328 | FUTURE CARE PINEVIEW | 9106 PINEVIEW LANE |
| 215328 | FUTURE CARE PINEVIEW | 9106 PINEVIEW LANE |
| 215328 | FUTURE CARE PINEVIEW | 9106 PINEVIEW LANE |
| 215328 | FUTURE CARE PINEVIEW | 9106 PINEVIEW LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TAKOMA PARK | MD | 20912 | 3012704200 |
| TAKOMA PARK | MD | 20912 | 3012704200 |
| CLINTON | MD | 20735 | 4108804353 |
| CLINTON | MD | 20735 | 4108804353 |
| CLINTON | MD | 20735 | 4108804353 |
| CLINTON | MD | 20735 | 4108804353 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/19/2012 | 07/09/2012 |
| 09/25/2012 | 10/26/2012 |
| 06/24/2010 | 08/08/2010 |
| 06/24/2010 | 08/08/2010 |
| 06/24/2010 | 08/08/2010 |
| 06/24/2010 | 08/08/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215328 | FUTURE CARE PINEVIEW | 9106 PINEVIEW LANE |
| 215328 | FUTURE CARE PINEVIEW | 9106 PINEVIEW LANE |
| 215328 | FUTURE CARE PINEVIEW | 9106 PINEVIEW LANE |
| 215328 | FUTURE CARE PINEVIEW | 9106 PINEVIEW LANE |
| 215328 | FUTURE CARE PINEVIEW | 9106 PINEVIEW LANE |
| 215328 | FUTURE CARE PINEVIEW | 9106 PINEVIEW LANE |
| 215329 | BUCKINGHAM'S CHOICE | 3200 BAKER CIRCLE |
| 215329 | BUCKINGHAM'S CHOICE | 3200 BAKER CIRCLE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CLINTON | MD | 20735 | 4108804353 |
| CLINTON | MD | 20735 | 4108804353 |
| CLINTON | MD | 20735 | 4108804353 |
| CLINTON | MD | 20735 | 4108804353 |
| CLINTON | MD | 20735 | 4108804353 |
| CLINTON | MD | 20735 | 4108804353 |
| ADAMSTOWN | MD | 21710 | 3016441600 |
| ADAMSTOWN | MD | 21710 | 3016441600 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/24/2010 | 08/08/2010 |
| 06/24/2010 | 08/08/2010 |
| 03/16/2011 | 05/06/2011 |
| 03/16/2011 | 05/06/2011 |
| 09/01/2011 | 09/02/2011 |
| 06/14/2012 | 07/20/2012 |
| 04/25/2012 | 06/18/2012 |
| 04/25/2012 | 06/18/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/03/2010 | 03/26/2010 |
| 03/03/2010 | 03/26/2010 |
| 04/19/2010 | 06/02/2010 |
| 04/19/2010 | 06/02/2010 |
| 04/19/2010 | 06/02/2010 |
| 04/19/2010 | 06/02/2010 |
| 04/19/2010 | 06/02/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 04/19/2010 | 06/02/2010 |
| 04/19/2010 | 06/02/2010 |
| 04/19/2010 | 06/02/2010 |
| 04/19/2010 | 06/02/2010 |
| 04/19/2010 | 06/02/2010 |
| 04/19/2010 | 06/02/2010 |
| 04/19/2010 | 06/02/2010 |
| 08/10/2010 | 09/01/2010 |
| 02/03/2011 | 03/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| maintain the highest well being of each resident . | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/03/2011 | 03/15/2011 |
| 02/03/2011 | 03/15/2011 |
| 07/21/2011 | 08/31/2011 |
| 07/21/2011 | 08/31/2011 |
| 07/21/2011 | 08/31/2011 |
| 07/21/2011 | 08/31/2011 |
| 07/21/2011 | 08/31/2011 |
| 07/21/2011 | 08/31/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215330 | FRANKFORD NURSING AND REHABILITATION CENTER | 5009 FRANKFORD AVENUE |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| BALTIMORE | MD | 21206 | 4103254000 |
| GLENARDEN | MD | 20774 | 3013505555 |
| GLENARDEN | MD | 20774 | 3013505555 |
| GLENARDEN | MD | 20774 | 3013505555 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/21/2011 | 08/31/2011 |
| 07/21/2011 | 08/31/2011 |
| 07/21/2011 | 08/31/2011 |
| 07/21/2011 | 08/31/2011 |
| 07/21/2011 | 08/31/2011 |
| 08/12/2010 | 09/15/2010 |
| 08/12/2010 | 09/15/2010 |
| 01/20/2011 | 03/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| motion. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| Develop policies and procedures for influenza and pneumococcal immunizations. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GLENARDEN | MD | 20774 | 3013505555 |
| GLENARDEN | MD | 20774 | 3013505555 |
| GLENARDEN | MD | 20774 | 3013505555 |
| GLENARDEN | MD | 20774 | 3013505555 |
| GLENARDEN | MD | 20774 | 3013505555 |
| GLENARDEN | MD | 20774 | 3013505555 |
| GLENARDEN | MD | 20774 | 3013505555 |
| GLENARDEN | MD | 20774 | 3013505555 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/24/2011 | 03/25/2011 |
| 05/04/2011 | 05/29/2011 |
| 01/18/2012 | 02/17/2012 |
| 01/30/2012 | 03/03/2012 |
| 01/30/2012 | 03/03/2012 |
| 01/30/2012 | 03/03/2012 |
| 02/16/2012 | 03/30/2012 |
| 04/26/2012 | 05/26/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| resident . | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Provide necessary care and services to maintain the highest well being of each | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215331 | MANOR CARE HEALTH SERVICES - LARGO | 600 LARGO ROAD |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| GLENARDEN | MD | 20774 | 3013505555 |
| GLENARDEN | MD | 20774 | 3013505555 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/26/2012 | 05/26/2012 |
| 04/26/2012 | 05/26/2012 |
| 06/08/2010 | 07/09/2010 |
| 06/08/2010 | 07/09/2010 |
| 06/08/2010 | 07/09/2010 |
| 03/18/2011 | 05/13/2011 |
| 03/18/2011 | 05/13/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| resident . | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Keep each resident free from physical restraints, unless needed for medical treatment. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/18/2011 | 05/13/2011 |
| 03/18/2011 | 05/13/2011 |
| 03/18/2011 | 05/13/2011 |
| 03/18/2011 | 05/13/2011 |
| 10/06/2011 | Not Available |
| 11/16/2011 | 12/09/2011 |
| 11/16/2011 | 12/31/2011 |
| 11/16/2011 | 11/16/2011 |
| 11/16/2011 | 12/09/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215335 | LORIEN HEALTH SYSTEMS MT AIRY | 705 MIDWAY AVENUE |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| MOUNT AIRY | MD | 21771 | 3018296050 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 03/01/2012 | 05/01/2012 |
| 03/01/2012 | 05/01/2012 |
| 03/01/2012 | 05/01/2012 |
| 08/05/2009 | 09/20/2009 |
| 08/05/2009 | 09/20/2009 |
| 08/05/2009 | 09/20/2009 |
| 08/05/2009 | 09/20/2009 |
| 08/05/2009 | 09/20/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| residents, workers, and the public. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/05/2009 | 09/20/2009 |
| 08/05/2009 | 09/20/2009 |
| 08/05/2009 | 09/20/2009 |
| 08/05/2009 | 09/20/2009 |
| 08/05/2009 | 09/20/2009 |
| 08/11/2010 | 08/24/2010 |
| 08/11/2010 | 08/24/2010 |
| 10/20/2010 | 11/18/2010 |
| 10/07/2011 | 11/12/2011 |
| 10/07/2011 | 11/12/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| avoidable accidents. | | |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Provide routine and 24-hour emergency dental care for each resident. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Notify the resident or provide reasons for a transfer or discharge. | Few | 2 |
| Provide written records when a resident is transferred or discharged. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that residents with reduced | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |
| HAGERSTOWN | MD | 21740 | 3017974020 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/07/2011 | 11/12/2011 |
| 10/07/2011 | 11/12/2011 |
| 10/07/2011 | 11/12/2011 |
| 10/07/2011 | 11/12/2011 |
| 02/23/2012 | 03/23/2012 |
| 06/29/2012 | 07/25/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| range of motion get proper treatment and services to increase range of motion. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215336 | GOLDEN LIVINGCENTER-HAGERSTOWN | 750 DUAL HIGHWAY |
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21740 | 3017974020 |
| BOONSBORO | MD | 21713 | 3017336284 |
| BOONSBORO | MD | 21713 | 3017336284 |
| BOONSBORO | MD | 21713 | 3017336284 |
| BOONSBORO | MD | 21713 | 3017336284 |
| BOONSBORO | MD | 21713 | 3017336284 |
| BOONSBORO | MD | 21713 | 3017336284 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 06/29/2012 | 07/25/2012 |
| 06/29/2010 | 08/05/2010 |
| 06/29/2010 | 08/05/2010 |
| 06/29/2010 | 08/05/2010 |
| 07/16/2010 | 08/30/2010 |
| 07/12/2011 | 09/01/2011 |
| 07/12/2011 | 09/01/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |
| 215337 | FAHRNEY-KEEDY MEMORIAL HOME | 8507 MAPLEVILLE ROAD |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BOONSBORO | MD | 21713 | 3017336284 |
| BOONSBORO | MD | 21713 | 3017336284 |
| BOONSBORO | MD | 21713 | 3017336284 |
| BOONSBORO | MD | 21713 | 3017336284 |
| BOONSBORO | MD | 21713 | 3017336284 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/12/2011 | 09/01/2011 |
| 07/12/2011 | 09/01/2011 |
| 07/12/2011 | 09/01/2011 |
| 04/19/2012 | 06/17/2012 |
| 04/19/2012 | 06/17/2012 |
| 10/09/2009 | 11/25/2009 |
| 10/09/2009 | 11/25/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Keep all essential equipment working safely. | Few | 2 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/09/2009 | 11/25/2009 |
| 10/09/2009 | 11/25/2009 |
| 10/09/2009 | 09/17/2009 |
| 10/09/2009 | 11/25/2009 |
| 10/09/2009 | 11/25/2009 |
| 06/08/2010 | 07/21/2010 |
| 06/08/2010 | 07/21/2010 |
| 09/17/2010 | 10/29/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 4 |
| Be administered in an acceptable way that maintains the well-being of each resident . | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified | Some | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/17/2010 | 10/29/2010 |
| 09/17/2010 | 10/29/2010 |
| 09/17/2010 | 10/29/2010 |
| 09/17/2010 | 10/29/2010 |
| 09/17/2010 | 10/29/2010 |
| 09/17/2010 | 10/29/2010 |
| 09/17/2010 | 10/29/2010 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| accurate assessment by a qualified health professional. | | |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Some | 1 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Some | 1 |
| Tell the resident completely about his or her health status, care and treatments. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| of the resident of situations (injury/decline/room, etc.) that affect the resident. | | |
| Make sure that private space is available in the nursing home for resident groups or residents' families to meet. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Some | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |

| | | |
|---|---|---|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Some | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Some | 2 |
| Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture. | Some | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215338 | APEX HEALTH OF SILVER SPRING | 2700 BARKER STREET |
| 215339 | ANCHORAGE NURSING AND REHABILITATION CENTER | 105 TIMES SQUARE |
| 215339 | ANCHORAGE NURSING AND REHABILITATION CENTER | 105 TIMES SQUARE |
| 215339 | ANCHORAGE NURSING AND REHABILITATION CENTER | 105 TIMES SQUARE |

| | | | |
|---|---|---|---|
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SILVER SPRING | MD | 20910 | 3015650300 |
| SALISBURY | MD | 21801 | 4107492474 |
| SALISBURY | MD | 21801 | 4107492474 |
| SALISBURY | MD | 21801 | 4107492474 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 11/10/2011 | 01/02/2012 |
| 05/03/2012 | 07/03/2012 |
| 05/03/2012 | 07/03/2012 |
| 05/03/2012 | 07/03/2012 |
| 07/24/2009 | 08/12/2009 |
| 07/24/2009 | 08/12/2009 |
| 10/08/2009 | 10/20/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure medically necessary lab services/tests are ordered by the attending physician. | Few | 2 |
| Quickly tell the resident's doctor the results of lab tests. | Some | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215339 | ANCHORAGE NURSING AND REHABILITATION CENTER | 105 TIMES SQUARE |
| 215339 | ANCHORAGE NURSING AND REHABILITATION CENTER | 105 TIMES SQUARE |
| 215339 | ANCHORAGE NURSING AND REHABILITATION CENTER | 105 TIMES SQUARE |
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| SALISBURY | MD | 21801 | 4107492474 |
| SALISBURY | MD | 21801 | 4107492474 |
| SALISBURY | MD | 21801 | 4107492474 |
| BALTIMORE | MD | 21215 | 4103679100 |
| BALTIMORE | MD | 21215 | 4103679100 |
| BALTIMORE | MD | 21215 | 4103679100 |
| BALTIMORE | MD | 21215 | 4103679100 |
| BALTIMORE | MD | 21215 | 4103679100 |
| BALTIMORE | MD | 21215 | 4103679100 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/06/2010 | 08/30/2010 |
| 03/11/2011 | 04/22/2011 |
| 04/13/2012 | 04/24/2012 |
| 11/17/2009 | 12/17/2009 |
| 02/19/2010 | 03/31/2010 |
| 02/19/2010 | 03/31/2010 |
| 02/19/2010 | 03/31/2010 |
| 09/09/2010 | 10/31/2010 |
| 09/09/2010 | 10/31/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| residents. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Many | 1 |
| Provide housekeeping and maintenance | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |
| 215340 | BLUE POINT NURSING & REHAB CENTER | 2525 WEST BELVEDERE |
| 215341 | LORIEN NSG & REHAB CTR BELAIR | 1909 EMORTON ROAD |
| 215341 | LORIEN NSG & REHAB CTR BELAIR | 1909 EMORTON ROAD |
| 215341 | LORIEN NSG & REHAB CTR BELAIR | 1909 EMORTON ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21215 | 4103679100 |
| BALTIMORE | MD | 21215 | 4103679100 |
| BALTIMORE | MD | 21215 | 4103679100 |
| BALTIMORE | MD | 21215 | 4103679100 |
| BALTIMORE | MD | 21215 | 4103679100 |
| BEL AIR | MD | 21015 | 4108031400 |
| BEL AIR | MD | 21015 | 4108031400 |
| BEL AIR | MD | 21015 | 4108031400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/09/2010 | 10/31/2010 |
| 09/09/2010 | 10/31/2010 |
| 09/09/2010 | 10/31/2010 |
| 05/08/2012 | 07/03/2012 |
| 05/08/2012 | 07/03/2012 |
| 12/22/2009 | Not Available |
| 01/06/2011 | 02/20/2011 |
| 01/06/2011 | 02/20/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| services. | | |
| Provide clean bed and bath linens that are in good condition. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215341 | LORIEN NSG & REHAB CTR BELAIR | 1909 EMORTON ROAD |
| 215341 | LORIEN NSG & REHAB CTR BELAIR | 1909 EMORTON ROAD |
| 215341 | LORIEN NSG & REHAB CTR BELAIR | 1909 EMORTON ROAD |
| 215341 | LORIEN NSG & REHAB CTR BELAIR | 1909 EMORTON ROAD |
| 215343 | RIDERWOOD VILLAGE | 3160 GRACEFIELD ROAD |
| 215343 | RIDERWOOD VILLAGE | 3160 GRACEFIELD ROAD |
| 215343 | RIDERWOOD VILLAGE | 3160 GRACEFIELD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| BEL AIR | MD | 21015 | 4108031400 |
| BEL AIR | MD | 21015 | 4108031400 |
| BEL AIR | MD | 21015 | 4108031400 |
| BEL AIR | MD | 21015 | 4108031400 |
| SILVER SPRING | MD | 20904 | 3015728420 |
| SILVER SPRING | MD | 20904 | 3015728420 |
| SILVER SPRING | MD | 20904 | 3015728420 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 01/06/2011 | 02/20/2011 |
| 01/06/2011 | 02/20/2011 |
| 01/06/2011 | 02/20/2011 |
| 06/04/2012 | 07/16/2012 |
| 07/30/2009 | 09/10/2009 |
| 07/30/2009 | 09/10/2009 |
| 07/30/2009 | 09/10/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| timetables and actions that can be measured. | | |
| Prevent a loss in range of motion among residents who entered the nursing home with a full range of motion unless it was unavoidable. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Some | 2 |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215344 | VANTAGE HOUSE | 5400 VANTAGE POINT RD. |
| 215344 | VANTAGE HOUSE | 5400 VANTAGE POINT RD. |
| 215344 | VANTAGE HOUSE | 5400 VANTAGE POINT RD. |
| 215344 | VANTAGE HOUSE | 5400 VANTAGE POINT RD. |
| 215344 | VANTAGE HOUSE | 5400 VANTAGE POINT RD. |
| 215344 | VANTAGE HOUSE | 5400 VANTAGE POINT RD. |
| 215344 | VANTAGE HOUSE | 5400 VANTAGE POINT RD. |
| 215345 | THE ARBOR | 7101 BAY FRONT DRIVE |
| 215346 | NORTHWEST NURSING AND REHAB CENTER | 4601 PALL MALL ROAD |
| 215346 | NORTHWEST NURSING AND REHAB CENTER | 4601 PALL MALL ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| COLUMBIA | MD | 21044 | 4109645454 |
| COLUMBIA | MD | 21044 | 4109645454 |
| COLUMBIA | MD | 21044 | 4109645454 |
| COLUMBIA | MD | 21044 | 4109645454 |
| COLUMBIA | MD | 21044 | 4109645454 |
| COLUMBIA | MD | 21044 | 4109645454 |
| COLUMBIA | MD | 21044 | 4109645454 |
| COLUMBIA | MD | 21044 | 4109645454 |
| ANNAPOLIS | MD | 21403 | 4102681727 |
| BALTIMORE | MD | 21215 | 4106645551 |
| BALTIMORE | MD | 21215 | 4106645551 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/30/2010 | 09/08/2010 |
| 02/25/2011 | 04/15/2011 |
| 02/25/2011 | 04/15/2011 |
| 02/21/2012 | 03/16/2012 |
| 02/21/2012 | 03/16/2012 |
| 02/21/2012 | 03/16/2012 |
| 02/21/2012 | 03/16/2012 |
| 02/15/2012 | 02/21/2012 |
| 11/18/2009 | 11/19/2009 |
| 04/08/2011 | 05/16/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| residents, workers, and the public. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Dispose of garbage and refuse properly. | Many | 1 |
| Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Give the right treatment and services to residents who have mental or psychosocial problems adjusting. | Few | 2 |
| Allow the resident the right to participate | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215346 | NORTHWEST NURSING AND REHAB CENTER | 4601 PALL MALL ROAD |
| 215346 | NORTHWEST NURSING AND REHAB CENTER | 4601 PALL MALL ROAD |
| 215346 | NORTHWEST NURSING AND REHAB CENTER | 4601 PALL MALL ROAD |
| 215346 | NORTHWEST NURSING AND REHAB CENTER | 4601 PALL MALL ROAD |
| 215346 | NORTHWEST NURSING AND REHAB CENTER | 4601 PALL MALL ROAD |
| 215346 | NORTHWEST NURSING AND REHAB CENTER | 4601 PALL MALL ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21215 | 4106645551 |
| BALTIMORE | MD | 21215 | 4106645551 |
| BALTIMORE | MD | 21215 | 4106645551 |
| BALTIMORE | MD | 21215 | 4106645551 |
| BALTIMORE | MD | 21215 | 4106645551 |
| BALTIMORE | MD | 21215 | 4106645551 |
| CATONSVILLE | MD | 21228 | 4107191240 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 04/08/2011 | 05/16/2011 |
| 04/08/2011 | 05/16/2011 |
| 04/08/2011 | 05/16/2011 |
| 04/23/2012 | 06/12/2012 |
| 04/23/2012 | 06/12/2012 |
| 08/01/2012 | 08/16/2012 |
| 08/20/2009 | 10/07/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| in the planning or revision of the resident's care plan. | | |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 1 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 1 |
| 1) Hire only people with 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. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/20/2009 | 10/07/2009 |
| 09/14/2009 | 10/29/2009 |
| 09/14/2009 | 10/29/2009 |
| 10/01/2009 | 11/16/2009 |
| 10/01/2009 | 11/16/2009 |
| 03/19/2010 | 04/22/2010 |
| 10/19/2010 | 12/04/2010 |
| 10/19/2010 | 12/04/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 10/19/2010 | 12/04/2010 |
| 01/31/2011 | Not Available |
| 02/25/2011 | 04/06/2011 |
| 02/25/2011 | 04/06/2011 |
| 02/25/2011 | 04/06/2011 |
| 02/25/2011 | 04/06/2011 |
| 02/25/2011 | 04/06/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

| | | |
|---|---|---|
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Keep each resident's personal and medical records private and confidential. | Some | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Some | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 04/01/2011 | 05/15/2011 |
| 08/22/2011 | 09/11/2011 |
| 01/19/2012 | 02/07/2012 |
| 01/19/2012 | 02/07/2012 |
| 02/09/2012 | 03/20/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Make sure that special or therapeutic diets are ordered by the attending doctor. | Few | 2 |
| Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215347 | MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY | 1525 NORTH ROLLING ROAD |
| 215348 | LORIEN TANEYTOWN, INC | 100 ANTRIM BLVD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| CATONSVILLE | MD | 21228 | 4107191240 |
| TANEYTOWN | MD | 21787 | 4107566400 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/29/2012 | 05/09/2012 |
| 03/29/2012 | 05/09/2012 |
| 03/29/2012 | 05/09/2012 |
| 03/29/2012 | 05/09/2012 |
| 03/29/2012 | 05/09/2012 |
| 03/29/2012 | 05/09/2012 |
| 07/09/2012 | 09/12/2012 |
| 03/19/2010 | 04/15/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature. | Some | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| 1) Hire only people with 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. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215348 | LORIEN TANEYTOWN, INC | 100 ANTRIM BLVD |
| 215348 | LORIEN TANEYTOWN, INC | 100 ANTRIM BLVD |
| 215348 | LORIEN TANEYTOWN, INC | 100 ANTRIM BLVD |
| 215348 | LORIEN TANEYTOWN, INC | 100 ANTRIM BLVD |
| 215348 | LORIEN TANEYTOWN, INC | 100 ANTRIM BLVD |
| 215348 | LORIEN TANEYTOWN, INC | 100 ANTRIM BLVD |
| 215348 | LORIEN TANEYTOWN, INC | 100 ANTRIM BLVD |
| 215348 | LORIEN TANEYTOWN, INC | 100 ANTRIM BLVD |
| 215348 | LORIEN TANEYTOWN, INC | 100 ANTRIM BLVD |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TANEYTOWN | MD | 21787 | 4107566400 |
| TANEYTOWN | MD | 21787 | 4107566400 |
| TANEYTOWN | MD | 21787 | 4107566400 |
| TANEYTOWN | MD | 21787 | 4107566400 |
| TANEYTOWN | MD | 21787 | 4107566400 |
| TANEYTOWN | MD | 21787 | 4107566400 |
| TANEYTOWN | MD | 21787 | 4107566400 |
| TANEYTOWN | MD | 21787 | 4107566400 |
| TANEYTOWN | MD | 21787 | 4107566400 |
| TANEYTOWN | MD | 21787 | 4107566400 |
| BALTIMORE | MD | 21215 | 4106649535 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/08/2011 | 04/25/2011 |
| 02/01/2012 | 02/29/2012 |
| 02/01/2012 | 02/29/2012 |
| 02/01/2012 | 02/29/2012 |
| 02/29/2012 | 03/20/2012 |
| 02/29/2012 | 03/20/2012 |
| 02/29/2012 | 03/20/2012 |
| 02/29/2012 | 03/20/2012 |
| 02/29/2012 | 03/20/2012 |
| 02/17/2010 | 04/26/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Resident Rights Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Provide housekeeping and maintenance services. | Some | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Dispose of garbage and refuse properly. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Many | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| (injury/decline/room, etc.) that affect the resident. | | |
| 1) Hire only people with 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. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |
| 02/17/2010 | 04/26/2010 |
| 06/15/2010 | 06/24/2010 |
| 08/25/2010 | Not Available |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| avoidable accidents. | | |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/25/2010 | Not Available |
| 08/25/2010 | Not Available |
| 10/27/2010 | 10/28/2010 |
| 04/12/2011 | 05/20/2011 |
| 04/12/2011 | 05/20/2011 |
| 04/12/2011 | 05/20/2011 |
| 04/12/2011 | 05/20/2011 |
| 04/12/2011 | 05/20/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| monitored to achieve highest well being. | | |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed. | Some | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215349 | ARLINGTON WEST NURSING & REHAB CENTER | 3939 PENHURST AVENUE |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21215 | 4106649535 |
| BALTIMORE | MD | 21215 | 4106649535 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/12/2011 | 04/12/2011 |
| 04/12/2011 | 05/20/2011 |
| 07/16/2009 | 08/31/2009 |
| 10/28/2010 | 11/17/2010 |
| 02/17/2011 | Not Available |
| 02/17/2011 | 05/10/2011 |
| 02/17/2011 | 03/21/2011 |
| 02/17/2011 | 03/21/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide enough notice before discharging or transferring a resident. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 2 |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide care by qualified persons according to each resident's written plan of care. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent | Few | 3 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/17/2011 | 05/10/2011 |
| 02/17/2011 | 05/10/2011 |
| 12/20/2011 | 02/16/2012 |
| 12/20/2011 | 02/16/2012 |
| 12/20/2011 | 02/16/2012 |
| 12/20/2011 | 02/16/2012 |
| 12/20/2011 | 02/16/2012 |
| 12/20/2011 | 02/16/2012 |
| 12/20/2011 | 02/16/2012 |
| 03/01/2012 | 05/22/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| and provides supervision to prevent avoidable accidents. | | |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Provide adequate and comfortable lighting levels in all areas. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Dispose of garbage and refuse properly. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Few | 2 |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area. | Many | 1 |
| Make sure that the nursing home area is | Few | 3 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215350 | VILLA ROSA NURSING HOME | 3800 LOTTSFORD VISTA ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| MITCHELLVILLE | MD | 20721 | 3014594700 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/12/2012 | 04/10/2012 |
| 03/12/2012 | 04/10/2012 |
| 03/12/2012 | 04/10/2012 |
| 03/14/2012 | 05/31/2012 |
| 03/14/2012 | 05/31/2012 |
| 07/22/2009 | 09/08/2009 |
| 07/22/2009 | 09/08/2009 |
| 07/22/2009 | 09/08/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| free from accident hazards and risks and provides supervision to prevent avoidable accidents. | | |
| Provide medically-related social services to help each resident achieve the highest possible quality of life. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Some | 2 |
| Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death. | Some | 2 |
| Let the resident refuse treatment or refuse to take part in an experiment and formulate advance directives. | Few | 2 |
| Make sure that residents are safe from serious medication errors. | Few | 2 |
| Make sure that a doctor approves a resident's admission in writing and that | Few | 2 |

| | | |
|---|---|---|
| | | ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 03/09/2010 | 04/23/2010 |
| 03/09/2010 | 04/23/2010 |
| 09/17/2010 | 10/25/2010 |
| 09/17/2010 | 10/25/2010 |
| 09/17/2010 | 10/25/2010 |
| 09/17/2010 | 10/25/2010 |
| 09/17/2010 | 10/25/2010 |
| 09/17/2010 | 10/25/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| resident's admission in writing and that each resident remains under the care of a doctor. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. | Few | 3 |
| Store, cook, and serve food in a safe and clean way. | Some | 2 |
| Make sure that a doctor approves a resident's admission in writing and that each resident remains under the care of a doctor. | Few | 3 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |
| 215351 | LORIEN MAYS CHAPEL | 12230 ROUND WOOD ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |
| TIMONIUM | MD | 21093 | 4102520880 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/17/2010 | 10/25/2010 |
| 08/19/2011 | 09/09/2011 |
| 08/19/2011 | 09/09/2011 |
| 07/03/2012 | 07/26/2012 |
| 07/03/2012 | 07/26/2012 |
| 07/03/2012 | 07/26/2012 |
| 07/30/2012 | 08/13/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Pharmacy Service Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Pharmacy Service Deficiencies |

| | | |
|---|---|---|
| a doctor. | | |
| At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| 1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 02/17/2010 | 04/15/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |

| | | |
|---|---|---|
| monitored to achieve highest well being. | | |
| Allow the resident the right to participate in the planning or revision of the resident's care plan. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Properly hold, secure and manage each resident's personal money which is deposited with the nursing home. | Few | 2 |
| Allow residents to easily view the results of the nursing home's most recent survey. | Some | 1 |
| Provide written records when a resident is transferred or discharged. | Few | 2 |
| Provide enough notice before discharging or transferring a resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Review or revise the resident's care plan after any major change in a resident's | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215352 | COFFMAN NURSING HOME | 1304 PENNSYLVANIA AVE |
| 215353 | INGLESIDE AT KING FARM | 701 KING FARM BOULEVARD |
| 215353 | INGLESIDE AT KING FARM | 701 KING FARM |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| HAGERSTOWN | MD | 21742 | 3017332914 |
| ROCKVILLE | MD | 20850 | 2404999015 |
| ROCKVILLE | MD | 20850 | 2404999015 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 09/16/2010 | 12/01/2010 |
| 12/22/2010 | 01/11/2011 |
| 12/22/2010 | 01/11/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Environmental Deficiencies |

| | | |
|---|---|---|
| physical or mental health. | | |
| Make sure each resident receives an accurate assessment by a qualified health professional. | Few | 2 |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Some | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 2 |
| Store, cook, and serve food in a safe and clean way. | Some | 1 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure that the nursing home area is | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| | | BOULEVARD |
| 215353 | INGLESIDE AT KING FARM | 701 KING FARM BOULEVARD |
| 215353 | INGLESIDE AT KING FARM | 701 KING FARM BOULEVARD |
| 215353 | INGLESIDE AT KING FARM | 701 KING FARM BOULEVARD |
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ROCKVILLE | MD | 20850 | 2404999015 |
| ROCKVILLE | MD | 20850 | 2404999015 |
| ROCKVILLE | MD | 20850 | 2404999015 |
| BALTIMORE | MD | 21228 | 4107449367 |
| BALTIMORE | MD | 21228 | 4107449367 |
| BALTIMORE | MD | 21228 | 4107449367 |
| BALTIMORE | MD | 21228 | 4107449367 |
| BALTIMORE | MD | 21228 | 4107449367 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 04/05/2012 | Not Available |
| 04/05/2012 | Not Available |
| 04/05/2012 | Not Available |
| 07/22/2010 | 09/22/2010 |
| 07/22/2010 | 09/19/2010 |
| 03/10/2011 | 03/23/2011 |
| 06/10/2011 | 08/24/2011 |
| 06/10/2011 | 08/24/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| free from accident hazards and risks and provides supervision to prevent avoidable accidents. | | |
| Store, cook, and serve food in a safe and clean way. | Few | 2 |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. | Some | 2 |
| Have enough outside ventilation via a window or mechanical ventilation, or both. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Few | 4 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Conduct initial and periodic assessments of each resident's functional capacity. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |
| 215354 | LITTLE SISTERS OF THE POOR | 601 MAIDEN CHOICE LANE |
| 215355 | ENCORE AT TURF VALLEY | 11150 RESORT ROAD |
| 215355 | ENCORE AT TURF VALLEY | 11150 RESORT ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21228 | 4107449367 |
| BALTIMORE | MD | 21228 | 4107449367 |
| BALTIMORE | MD | 21228 | 4107449367 |
| BALTIMORE | MD | 21228 | 4107449367 |
| BALTIMORE | MD | 21228 | 4107449367 |
| BALTIMORE | MD | 21228 | 4107449367 |
| ELLICOTT | MD | 21042 | 4104617070 |
| ELLICOTT | MD | 21042 | 4104617070 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 01/26/2012 | 02/08/2012 |
| 05/02/2012 | 06/12/2012 |
| 05/02/2012 | 06/12/2012 |
| 05/02/2012 | 06/12/2012 |
| 05/02/2012 | 06/12/2012 |
| 05/02/2012 | 06/12/2012 |
| 06/24/2011 | 07/21/2011 |
| 06/24/2011 | 07/21/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |

| | | |
|---|---|---|
| spreading. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. | Few | 2 |
| Have a program that investigates, controls and keeps infection from spreading. | Few | 2 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Few | 2 |
| Keep accurate, complete and organized clinical records on each resident that meet professional standards. | Few | 2 |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Give residents proper treatment to | Some | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215355 | ENCORE AT TURF VALLEY | 11150 RESORT ROAD |
| 215355 | ENCORE AT TURF VALLEY | 11150 RESORT ROAD |
| 215355 | ENCORE AT TURF VALLEY | 11150 RESORT ROAD |
| 215355 | ENCORE AT TURF VALLEY | 11150 RESORT ROAD |
| 215355 | ENCORE AT TURF VALLEY | 11150 RESORT ROAD |
| 215355 | ENCORE AT TURF VALLEY | 11150 RESORT ROAD |
| 215355 | ENCORE AT TURF VALLEY | 11150 RESORT ROAD |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| | | | |
| ELLICOTT | MD | 21042 | 4104617070 |
| ELLICOTT | MD | 21042 | 4104617070 |
| ELLICOTT | MD | 21042 | 4104617070 |
| ELLICOTT | MD | 21042 | 4104617070 |
| ELLICOTT | MD | 21042 | 4104617070 |
| ELLICOTT | MD | 21042 | 4104617070 |
| ELLICOTT | MD | 21042 | 4104617070 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 07/27/2011 | 08/17/2011 |
| 01/24/2012 | 02/17/2012 |
| 01/24/2012 | 02/17/2012 |
| 01/24/2012 | 02/17/2012 |
| 07/02/2012 | 08/10/2012 |
| 07/02/2012 | 08/10/2012 |
| 07/02/2012 | 08/10/2012 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Nutrition and Dietary Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| prevent new bed (pressure) sores or heal existing bed sores. | | |
| Provide necessary care and services to maintain the highest well being of each resident . | Few | 2 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Few | 2 |
| Provide housekeeping and maintenance services. | Many | 1 |
| Store, cook, and serve food in a safe and clean way. | Many | 1 |
| Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public. | Many | 1 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 215355 | ENCORE AT TURF VALLEY | 11150 RESORT ROAD |
| 21E009 | SACRED HEART HOME INC | 5805 QUEENS CHAPEL ROAD |
| 21E041 | CRAWFORD RETREAT | 2117 DENISON STREET |
| 21E104 | ST. JOSEPH'S NURSING HOME | 1222 TUGWELL DRIVE |
| 21E104 | ST. JOSEPH'S NURSING HOME | 1222 TUGWELL DRIVE |
| 21E104 | ST. JOSEPH'S NURSING HOME | 1222 TUGWELL DRIVE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| ELLICOTT | MD | 21042 | 4104617070 |
| HYATTSVILLE | MD | 20782 | 3012776500 |
| BALTIMORE | MD | 21216 | 4105660160 |
| CATONSVILLE | MD | 21228 | 4107470026 |
| CATONSVILLE | MD | 21228 | 4107470026 |
| CATONSVILLE | MD | 21228 | 4107470026 |
| BALTIMORE | MD | 21216 | 4109457650 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 07/02/2012 | 08/10/2012 |
| 02/24/2011 | 04/01/2011 |
| 04/01/2010 | 05/10/2010 |
| 04/09/2012 | 04/20/2012 |
| 04/09/2012 | 04/20/2012 |
| 04/09/2012 | 04/20/2012 |
| 11/23/2009 | 12/21/2009 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Administration Deficiencies |
| HEALTH | Resident Rights Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Mistreatment Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. | Few | 2 |
| 1) Hire only people with 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. | Few | 2 |
| Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. | Many | 1 |
| Operate and provide services according to Federal, State, and local laws and professional standards. | Many | 1 |
| Train all employees on what to do in an emergency, and carry out announced staff drills. | Many | 1 |
| 1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| | |
| 11/23/2009 | 12/11/2009 |
| 11/23/2009 | 12/04/2009 |
| 11/23/2009 | 12/15/2009 |
| 01/22/2010 | 02/05/2010 |
| 02/17/2010 | 03/15/2010 |
| 08/04/2010 | 08/31/2010 |
| 08/04/2010 | 08/31/2010 |
| 08/04/2010 | 08/31/2010 |
| 08/04/2010 | 08/04/2010 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Administration Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Resident Assessment Deficiencies |
| HEALTH | Quality Care Deficiencies |
| HEALTH | Environmental Deficiencies |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| any acts or reports of abuse, neglect or mistreatment of residents. | | |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Few | 2 |
| Dispose of garbage and refuse properly. | Few | 2 |
| Give or get quality lab services/tests in a timely manner to meet the needs of residents. | Few | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Few | 2 |
| 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. | Some | 2 |
| Provide activities to meet the interests and needs of each resident. | Few | 2 |
| Assess the resident when the resident enters the nursing home, in a timely manner. | Some | 2 |
| Make sure services provided by the nursing facility meet professional standards of quality. | Some | 2 |
| Make sure that the nursing home area is | Few | 2 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | |
|---|---|---|
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |
| 21E183 | MARYLAND BAPTIST AGED HOME | 2801 RAYNER AVENUE |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | | | |
|---|---|---|---|
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |
| BALTIMORE | MD | 21216 | 4109457650 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| 08/04/2010 | 08/31/2010 |
| 12/09/2010 | 02/13/2011 |
| 12/09/2010 | 02/13/2011 |

# NH Complaint File

Based on Nursing Home Compare - Complaint Deficiency

| | |
|---|---|
| HEALTH | Quality Care Deficiencies |
| HEALTH | Mistreatment Deficiencies |
| HEALTH | Resident Rights Deficiencies |

| | | |
|---|---|---|
| free from accident hazards and risks and provides supervision to prevent avoidable accidents. | | |
| Use a registered nurse at least 8 hours a day, 7 days a week. | Many | 2 |
| Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property. | Few | 2 |
| Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality. | Few | 2 |