

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

PRINTED: 07/10/2025
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 435060	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 07/02/2025
NAME OF PROVIDER OR SUPPLIER AVANTARA SAINT CLOUD			STREET ADDRESS, CITY, STATE, ZIP CODE 302 ST CLOUD STREET RAPID CITY, SD 57701		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
F 000	INITIAL COMMENTS	F 000			
F 732 SS=E	<p>A complaint health survey for compliance with 42 CFR Part 483, Subpart B, requirements for Long Term Care facilities was conducted from 7/1/25 through 7/2/25. Areas surveyed included environmental cleanliness, resident care related to weight monitoring, the implementation of physician's orders, falls, injuries, and changes in resident's medical conditions, sufficient staffing, mealtime assistance, and mechanical lift use. Avantara Saint Cloud was found not in compliance with the following requirement: F732.</p> <p>Posted Nurse Staffing Information CFR(s): 483.35(i)(1)-(4)</p> <p>§483.35(i) Nurse Staffing Information. §483.35(i)(1) Data requirements. The facility must post the following information on a daily basis:</p> <p>(i) Facility name. (ii) The current date. (iii) The total number and the actual hours worked by the following categories of licensed and unlicensed nursing staff directly responsible for resident care per shift: (A) Registered nurses. (B) Licensed practical nurses or licensed vocational nurses (as defined under State law). (C) Certified nurse aides. (iv) Resident census.</p> <p>§483.35(i)(2) Posting requirements. (i) The facility must post the nurse staffing data specified in paragraph (i)(1) of this section on a daily basis at the beginning of each shift. (ii) Data must be posted as follows: (A) Clear and readable format.</p>	F 732	<p>1. No immediate corrective action could be taken for the failure to ensure daily staff information was consistently updated with changes in the daily staffing hours.</p> <p>2. All residents are risk for not being informed of accurate staffing.</p> <p>3. The Administrator will educate the Director of Nursing (DON), Assistant Director of Nursing (ADON), and the interdisciplinary team (IDT) on the Posting of Daily Staffing policy to ensure daily staffing of registered nurses (RNs), licensed practical nurses (LPNs) and certified nursing assistants (CNAs) information is consistently posted and updated as changes occur. The on-call manager each day will be responsible to ensure if the staffing hours change throughout the day, the posting is updated to reflect these changes. The posting of the daily staff information will be reviewed during morning meeting to ensure it is being posted consistently and updated with changes. Education will occur no later than August 12, 2025.</p>	8/12/2025	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Ashaley Altena

Administrator

07/20/25

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 732	<p>Continued From page 1</p> <p>(B) In a prominent place readily accessible to residents, staff, and visitors.</p> <p>§483.35(i)(3) Public access to posted nurse staffing data. The facility must, upon oral or written request, make nurse staffing data available to the public for review at a cost not to exceed the community standard.</p> <p>§483.35(i)(4) Facility data retention requirements. The facility must maintain the posted daily nurse staffing data for a minimum of 18 months, or as required by State law, whichever is greater. This REQUIREMENT is not met as evidenced by:</p> <p>Based on South Dakota Department of Health (SD DOH) complaint intake, interview, report review, facility assessment review, and policy review, the provider failed to ensure daily posted staffing information was updated to reflect the actual number of nursing staff and the hours those staff had worked on three of four overnight shifts reviewed. Findings include:</p> <ol style="list-style-type: none"> 1. Review of the 6/23/25 SD DOH complaint intake report revealed the complainant was concerned "there is not enough staff to care for the residents." The complainant wished to have their identity protected. 2. Interview on 7/3/25 at 9:20 a.m. with the complainant revealed: *The complainant had assumed the overnight shift was short-staffed because there were "constant [job] postings" for that shift. -The complainant was not able to provide specific dates or times when it was thought the overnight shift had been short-staffed. 	F 732	4. The Administrator or designee will conduct an audit of the daily staff posting 5 days per week to ensure daily staff information is consistently posted. Audits will be weekly for four weeks, and then monthly for two months. Results of audits will be discussed by the DON or designee at the monthly Quality Assurance and Process Improvement (QAPI) meeting with the IDT and Medical Director for analysis and recommendation for continuation/discontinuation/revision of audits based on audit findings.		

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F 732	<p>Continued From page 2</p> <p>3. Review of the provider's 6/25/25 facility assessment revealed one to two licensed nurses were needed during the overnight shift to ensure the needs of the residents had been met. Three to four CNAs were needed during the overnight shift to ensure the needs of the residents had been met.</p> <p>4. Interview on 7/3/25 at 11:00 a.m. with an anonymous staff person D revealed: *"Many nights" there was only one licensed nurse and two certified nurse aides (CNA) who had worked the overnight shift to care for 75 residents. -June 15, 2025 was the last time that staff person recalled that had occurred.</p> <p>5. Review of the provider's 6/14/25 through 6/17/25 daily posted staffing information for the overnight shift revealed: *Those postings had included the type of direct care staff, the number of those staff who had worked the overnight shift, and the amount of hours each of those staff had worked during those shifts. *On 6/14/25: -Two licensed practical nurses (LPNs) had each worked a twelve-hour shift (from 6:00 p.m. to 6:00 a.m.). -Three CNAs had each worked an eight-hour shift (from 10:00 p.m. to 6:00 a.m.). *On 6/15/25: -Two LPNs had each worked a twelve-hour shift. -Four CNAs had each worked an eight-hour shift. *On 6/16/25: -Two LPNs had each worked a twelve-hour shift. -Four CNAs had each worked an eight-hour shift. *On 6/17/25: -Two LPNs had each worked a twelve-hour shift.</p>	F 732			

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F 732	<p>Continued From page 3</p> <p>-Four CNAs had each worked an eight-hour shift.</p> <p>6. Interview on 7/2/25 at 1:30 p.m. with administrator A and review of the provider's 6/14/25 through 6/17/25 overnight staff's time sheets compared with the above daily posted staffing information revealed:</p> <p>*On 6/14/25:</p> <p>-One LPN had worked her twelve-hour shift. A second LPN had left her twelve-hour shift at 11:42 p.m. and had not returned to work that night.</p> <p>-Four CNAs had each worked their eight-hour shift.</p> <p>*On 6/15/25:</p> <p>-One LPN had worked her twelve hour-shift. A second LPN had left her twelve-hour shift at 8:43 p.m. and had not returned to work that night.</p> <p>-Two CNAs had each worked an eight-hourshift.</p> <p>-A third CNA had left her eight-hour shift at 11:19 p.m. and she had not returned to work that night.</p> <p>-Three additional CNAs had arrived between 5:11 a.m. and 5:30 a.m. to support the overnight staff and the oncoming day staff in providing care for the residents.</p> <p>-One unlicensed medication aide had arrived at 4:21 a.m. to support the overnight staff and the oncoming day staff in providing care for the residents.</p> <p>*On 6/16/25:</p> <p>-Two LPNs had each worked a twelve-hour shift. A third LPN had left her twelve-hour shift at 9:21 p.m. and she had not returned to work that night.</p> <p>-Four CNAs had each worked an eight-hour shift.</p> <p>*On 6/17/25:</p> <p>-Two LPNs had each worked a twelve-hourshift.</p> <p>-Four CNAs had each worked an eight-hour shift.</p> <p>*Administrator A confirmed the posted staffing information for 6/14/25, 6/15/25, and 6/16/25 had</p>	F 732			

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F 732	<p>Continued From page 4</p> <p>not been updated to reflect the staffing changes that were made for those overnight shifts.</p> <p>Continued interview with administrator A regarding the process for completing the daily staff posting information revealed: *It was the responsibility of the staffing coordinator to have completed any updates to the original daily posted staffing information, but there had been no staffing coordinator since April 2025. The unit manager had assumed that responsibility until she had left at the end of May 2025. *Administrator A stated she had not, but should have then assumed that responsibility at the end of May 2025 or until she had delegated that task to another staff person to complete.</p> <p>7. Interview on 7/2/25 at 1:45 p.m. with administrator A, Alzheimer's registered nurse (RN) supervisor B, and former assistant director of nursing (ADON) C regarding the overnight staffing on 6/15/25 revealed: *After former ADON C was notified of staffing concerns for the evening shift on 6/15/25, she had messaged the facility's staff to determine if any unscheduled staff would come into work that night. *A message was also left for the travel staffing agency to identify potential staff from there who may have been able to work. *The designated manager-on-duty who was a CNA and an unlicensed medication aide (UMA) stayed into the early evening and assisted with providing residents care. *Former ADON C returned to the facility and assisted with providing residents' care from about 5:45 p.m. through 8:00 p.m. that night. *Alzheimer's RN supervisor B remained in the</p>	F 732			

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F 732	<p>Continued From page 5</p> <p>facility and had assisted with providing the residents' cares from about 5:00 p.m. through 10:30 p.m. that night.</p> <p>-She had offered to stay longer or to come back to work if she was needed, but the overnight nurse had stated to her, "I think we got it."</p> <p>*All the residents except one had been in bed and were asleep when Alzheimer's RN supervisor B had left the building that night.</p> <p>*Several day shift CNAs had arrived early to work the morning of 6/16/25 (between 4:21 a.m. and 5:30 a.m.) to support the night shift staff and the oncoming day shift staff in providing care to the residents.</p> <p>*Regarding the staffing during the overnight shift on 6/15/25, Administrator A confirmed that between about 10:30 p.m. and 4:00 a.m., there had been two CNAs and one licensed nurse who had worked. Alzheimer's RN supervisor B had offered to remain in the facility during that time and support the overnight staff, but the overnight nurse had declined that additional offered assistance.</p> <p>*Administrator A stated she felt the above interventions that were implemented to support the evening and overnight shifts on 6/15/25 and re-scheduling non-urgent work tasks had been sufficient to meet all of the residents' care needs.</p> <p>Review of the provider's 6/1/23 Posting of Daily Staffing policy revealed:</p> <p>*The number of hours worked each day by RNs, LPNs, and CNAs was expected to have been posted each day.</p> <p>*"4. After the start of each shift, actual hours will be updated if there are any changes to the schedule/number of staff/hours worked."</p>	F 732			