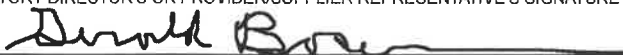


DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>435035</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b>  <b>06/03/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>ROLLING HILLS HEALTHCARE</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>2200 13TH AVE</b> <b>BELLE FOURCHE, SD 57717</b>		
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F 000	INITIAL COMMENTS	F 000			
F 550 SS=E	<p>A complaint health survey for compliance with 42 CFR Part 483, Subpart B, requirements for Long Term Care facilities was conducted on 6/3/25. Areas surveyed included potential staff to resident abuse, resident care practices related to bathing and toileting, facility cleanliness, dietary services practices, medication administration practices, and personal protective equipment availability. Rolling Hills Healthcare was found not in compliance with the following requirement: F550.</p> <p>Resident Rights/Exercise of Rights CFR(s): 483.10(a)(1)(2)(b)(1)(2)</p> <p>§483.10(a) Resident Rights. The resident has a right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility, including those specified in this section.</p> <p>§483.10(a)(1) A facility must treat each resident with respect and dignity and care for each resident in a manner and in an environment that promotes maintenance or enhancement of his or her quality of life, recognizing each resident's individuality. The facility must protect and promote the rights of the resident.</p> <p>§483.10(a)(2) The facility must provide equal access to quality care regardless of diagnosis, severity of condition, or payment source. A facility must establish and maintain identical policies and practices regarding transfer, discharge, and the provision of services under the State plan for all residents regardless of payment source.</p> <p>§483.10(b) Exercise of Rights.</p>	F 550	<p>Corrective Action</p> <p>DON has assessed and updated the bath schedule for resident's 1, 2, 3, 5, 6, and 7 to ensure that they are scheduled and receive 2 baths a week. Resident 4 is scheduled for only 1 bath a week and as needed per her desire. All of these residents scheduled baths will be tracked in the EMR and documented appropriately. If any of these residents refuse a bath this will be documented, and the bath will be rescheduled as needed.</p> <p>Identification of Others</p> <p>All residents have been assessed to ensure they are scheduled for at least two baths a week unless they desire less. These baths will be documented and tracked in our EMR. Any resident refusals will be documented and rescheduled as needed. All New admissions will be assessed for bathing needs and added to the schedule in the EMR.</p>	07/05/2025	

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



TITLE

Administrator

(X6) DATE

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 550	<p>Continued From page 1</p> <p>The resident has the right to exercise his or her rights as a resident of the facility and as a citizen or resident of the United States.</p> <p>§483.10(b)(1) The facility must ensure that the resident can exercise his or her rights without interference, coercion, discrimination, or reprisal from the facility.</p> <p>§483.10(b)(2) The resident has the right to be free of interference, coercion, discrimination, and reprisal from the facility in exercising his or her rights and to be supported by the facility in the exercise of his or her rights as required under this subpart.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on record review, interview, observation, job description review, and policy review, the provider failed to promote the resident's right to quality of life to ensure:</p> <p>*Seven of eighteen sampled residents (1, 2, 3, 4, 5, 6, and 7) received staff assistance to have been bathed no less than weekly and per their individual preference.</p> <p>*There was an accurate and consistent process for documenting resident baths in each resident's electronic medical record (EMR). Findings include:</p> <p>1. Review of resident 2's electronic medical record (EMR) revealed:</p> <p>*She was admitted to the facility on 2/12/24.</p> <p>* Her 5/13/25 Brief Interview for Mental Status (BIMS) assessment score was 11, which indicated she had a moderate cognitive impairment.</p> <p>*Her 5/10/25 care plan focus area and intervention for dressing/grooming/bathing</p>	F 550	<p>Systemic Changes</p> <p>The DON/designee will ensure that all Resident baths are scheduled twice a week unless noted in the EMR because of a resident's desire for a different schedule. As much as possible this schedule will reflect residents desire time of day for their baths. All baths will be documented, and any refusals will also be documented. If a resident does refuse a bath, then that bath will be rescheduled as needed. All this documentation on baths will be monitored and documented in the EMR. New admissions will be placed on and tracked on the morning meeting tracking tool to ensure they are assessed for bathing needs and added to the schedule in the EMR.</p> <p>Monitoring</p> <p>DON/Designee will conduct daily audits of the bathing to ensure all baths are being done and documented appropriately. These audits will also audit refusals and if these refused baths are rescheduled. Audits will be done daily for 2 weeks and then done weekly for 3 months.</p> <p>The DON/designee will report any identified trends or concerns to the Quality Assurance Committee monthly and as needed. If any adjustment to this system and audits needs to be done this committee will take appropriate action.</p>		

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F 550	<p>Continued From page 2</p> <p>indicated she required extensive assistance from one staff person with her bath.</p> <p>Review of resident 2's 5/5/25 through 6/3/25 bath book documentation and her EMR bathing documentation revealed:</p> <p>*Her baths were scheduled every Monday and Thursday on the "long-term care bath schedule a.m." lists.</p> <p>*There was no documentation that she had bathed from 5/12/25 through 5/22/25.</p> <p>*Scheduled baths that were not provided had not been rescheduled.</p> <p>*Resident 2 had not refused baths during that time.</p> <p>2. Review of resident 3's EMR revealed:</p> <p>*She was admitted to the facility on 10/2/24.</p> <p>*Her 4/15/25 BIMS assessment score was 14, which indicated she was cognitively intact.</p> <p>*Her 5/26/25 care plan focus area and intervention for dressing/grooming/bathing indicated she required extensive assistance from one staff person with her bath.</p> <p>Review of resident 3's 5/5/25 through 6/3/25 bath book documentation and her EMR bathing documentation revealed:</p> <p>*The resident had been scheduled for one bath and was bathed on 5/14/25 during that period.</p> <p>*No other baths were scheduled or recorded in the EMR or on the bath sheets during that period.</p> <p>*Scheduled baths that were not provided had not been rescheduled.</p> <p>*Resident 3 had not refused baths during that time.</p> <p>Interview on 6/3/25 at 2:52 p.m. with resident 3 in her room revealed:</p>	F 550			

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F 550	<p>Continued From page 3</p> <p>*She stated she received one bath each week on Tuesdays.</p> <p>*She indicated she did not receive her scheduled Tuesday morning bath on 6/3/25.</p> <p>*Staff did not provide her with an explanation or reschedule the bath.</p> <p>*She expressed she preferred two baths a week and that she did not receive her baths consistently.</p> <p>3. Review of resident 4's EMR revealed:</p> <p>*She was admitted to the facility on 9/30/24.</p> <p>*Her 4/15/25 BIMS assessment score was 9, which indicated she had a moderate cognitive impairment.</p> <p>*Her 4/25/25 care plan focus area and intervention for dressing/grooming/bathing indicated she required extensive assistance with her shower once a week.</p> <p>*She occasionally refused her showers.</p> <p>Review of resident 4's 5/5/25 through 6/3/25 bath book documentation and her EMR bathing documentation revealed:</p> <p>*Her shower was scheduled on the Saturday/Sunday "long-term care bath schedule a.m." lists.</p> <p>*It was documented in her EMR and on the bath sheet that she refused her shower on 5/10/25.</p> <p>*There was no documentation that she had bathed after her refusal on 5/10/25 during that period.</p> <p>*Scheduled showers that were not provided had not been rescheduled.</p> <p>Interview on 6/3/25 at 3:05 p.m. with resident 4 in her room revealed:</p> <p>*She preferred a shower once a week during the daytime.</p>	F 550			

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F 550	<p>Continued From page 4</p> <p>*She was unable to recall if she received her shower from staff on a consistent basis.</p> <p>4. Review of resident 5's EMR revealed: *She was admitted to the facility on 10/8/20. *Her 3/18/25 BIMS assessment score was 1, which indicated she had a severe cognitive impairment. *Her 3/15/25 care plan focus area and intervention for dressing/grooming/bathing indicated she required extensive assistance from one staff person with her bath.</p> <p>Review of resident 5's 5/5/25 through 6/3/25 bath book documentation and her EMR bathing documentation revealed: *Her bath was scheduled every Thursday on the "long-term care bath schedule" a.m. list. *She exhibited behaviors and refused bathing and other care occasionally. *There was no documentation that she had bathed from 5/8/25 through 5/22/25. *Scheduled baths that were not provided had not been rescheduled.</p> <p>5. Review of resident 6's EMR revealed: *She was admitted to the facility on 3/18/24. *Her 5/6/25 BIMS assessment score was 6, which indicated she had a severe cognitive impairment. *Her 5/6/25 care plan focus area and intervention for dressing/grooming/bathing indicated she required extensive assistance from one staff person with her bath.</p> <p>Review of resident 6's 5/5/25 through 6/3/25 bath book documentation and her EMR bathing documentation revealed: *Her bath was scheduled every Thursday and</p>	F 550			

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F 550	<p>Continued From page 5</p> <p>Sunday on the "long-term care bath schedule" p.m. list.</p> <p>*There was no documentation that she had bathed after 5/1/25.</p> <p>*Scheduled baths that were not provided had not been rescheduled.</p> <p>*Resident 6 had not refused baths during that time.</p> <p>6. Review of resident 7's EMR revealed:</p> <p>*She was admitted to the facility on 8/29/24.</p> <p>*Her 6/3/25 BIMS assessment score was 8, which indicated she had moderate cognitive impairment.</p> <p>*Her 5/26/25 care plan focus area and intervention for dressing/grooming/bathing indicated she required extensive assistance from one staff person with bathing.</p> <p>Review of resident 7's 5/5/25 through 6/3/25 bath book documentation and her EMR bathing documentation revealed:</p> <p>*Her bath was scheduled every Wednesday and Sunday on the "long-term care bath schedule" p.m. list.</p> <p>*There was no documentation that she had bathed after 5/21/25.</p> <p>*Bathing information was not recorded in the EMR or on the bath sheets.</p> <p>*Scheduled baths that were not provided had not been rescheduled.</p> <p>*Resident 7 had not refused baths during that time.</p> <p>7. Interview on 6/3/25 at 10:40 a.m. with certified nursing assistant (CNA)/bath aide E revealed:</p> <p>*Each hall (200, 300, and 400) were staffed with one CNA and one bath aide during the day shift.</p> <p>*The day shift bathing tasks for residents in Hall</p>	F 550			

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F 550	<p>Continued From page 6</p> <p>200 were shared between the scheduled bath aide and the CNA.</p> <p>*The bath aide was responsible for ensuring all baths for residents who resided in the 300 and 400 halls were completed.</p> <p>*The CNA assigned in the 200 hall was responsible for ensuring baths for those residents were completed.</p> <p>*The evening shift was staffed with three CNAs who shared the responsibility for completing the scheduled evening baths.</p> <p>*Resident bathing started at 6:00 a.m. and stopped at approximately 7:15 a.m. for staff to assist residents with getting to breakfast.</p> <p>*Resident bathing would then resume between 8:30 a.m. and 9:00 a.m.</p> <p>8. Review of resident 1's EMR revealed:</p> <p>*He was admitted to the facility on 10/5/22.</p> <p>*His diagnoses included a traumatic brain injury, seizure disorder, and left side paralysis.</p> <p>*His 5/13/25 BIMS assessment score was six, which indicated he had severe cognitive impairment.</p> <p>*His 8/30/24 updated bathing/dressing/grooming care plan interventions indicated he required total assistance from one staff person with his bathing.</p> <p>Review of resident 1's 5/5/25 through 6/3/25 bath book documentation and EMR bathing documentation revealed:</p> <p>*He had been bathed one time, on 5/23/25 during that period.</p> <p>*Scheduled baths that were not provided had not been rescheduled.</p> <p>*Resident 1 had refused no baths during that time.</p>	F 550			

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F 550	<p>Continued From page 7</p> <p>9. Interview on 6/3/25 at 2:30 p.m. with ADON C regarding resident bathing documentation revealed:</p> <p>*Bathing documentation was written on bath forms that were kept in a bath binder. It was the responsibility of the designated bath aide to have completed those forms each day.</p> <p>-Resident names on the daily bath forms changed each day based on individual resident's scheduled bath days.</p> <p>*Daily bath form documentation from the bath binder was transferred to each applicable resident's EMR by the designated bath aide.</p> <p>Continued interview at 3:00 p.m. with ADON C and DON B regarding the resident bathing process revealed:</p> <p>*They expected all residents to have received the necessary assistance from the staff to have been bathed no less than once weekly.</p> <p>*One of two designated daytime bath aides was scheduled weekdays from 6:00 a.m. until 2:30 p.m. to complete resident baths. Those two bath aides had been in their positions for a consistent amount of time.</p> <p>-At times, the daytime bath aide was expected to fill a scheduled CNA work shift if a scheduled CNA could not work that day. Baths may not have been provided on those days.</p> <p>*ADON C was reviewing the daily bath book documentation to identify residents who had missed their scheduled baths. She had flagged those resident names in the bath book for the bath aide to have known their baths needed to be made up the following day.</p> <p>-There was no consistent process to ensure those missed baths that were flagged had been made up by the bath aide the following day.</p> <p>*DON B and ADON C thought the bathing</p>	F 550			

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F 550	<p>Continued From page 8</p> <p>documentation failed to account for bathing refusals and data entry mistakes that may have occurred when the bath book documentation was transferred to a resident's EMR.</p> <p>*Resident 1 was scheduled for evening baths to help him sleep and because his demeanor was better in the evening.</p> <p>-DON B stated evening and weekend baths were provided to accommodate resident preferences and support the completion of missed bathing opportunities. It was a newer process and she felt the staff who had assisted those residents with their baths were not as familiar with bath aide expectations like the daytime bath aides were.</p> <p>*DON B and ADON C confirmed resident 1's bathing documentation failed to support he had been bathed more than one time during the above 30 day period reviewed. That had not met their minimum expectation for him to have been bathed at least weekly.</p> <p>10. Interviews on 6/3/25 at 3:32 p.m. with ADON C and at 3:50 p.m. with DON B regarding residents 2, 3, 4, 5, 6, and 7's bathing documentation revealed they confirmed the bathing documentation failed to support those residents had been bathed more than one time weekly during the period reviewed or were offered bathing after refusing a bath during the period reviewed. That had not met their minimum expectation for resident bathing to have occurred.</p> <p>A Bath Aide job description was requested on 6/3/25 at 4:50 p.m. from administrator A. At 5:05 p.m. DON B stated the bath aide job description and the certified nurse aide job description were the same.</p> <p>Review of the provider's May 2019 revised</p>	F 550			

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F 550	Continued From page 9  Certified Nursing Assistant job description revealed: "Summary: The primary purpose of the position is to ensure the highest quality of resident care available..."  Review of the provider's March 2018 revised Activities of Daily Living policy revealed: ""2. Appropriate care and services will be provided for residents who are unable to carry out ADLs independently, with the consent of the resident and in accordance with the plan of care, including appropriate support and assistance with: a. Hygiene (bathing, dressing, grooming, and oral care);"	F 550			