

A Report on the
State of Nursing Homes
Maryland & Washington, D.C.
2014



Data in this report taken from the CMS Nursing Home Compare web site on December 1, 2014.

- ★ **Voices is pleased to see Washington, D. C. nursing homes went from a grade "C" to grade "B" in the National Nursing Home Annual Report Card. Maryland nursing homes remained at a grade "D".¹**
- ★ **Voices is concerned that the Office of Health Care Quality, the state agency in charge of regulating Maryland nursing homes, is not enforcing minimum required staffing levels.**
- ★ **Voices is alarmed that year after year the same nursing homes are cited for the same violations of federal and state regulations. In fact, Voices has never seen so many high level deficiencies which put the resident in immediate jeopardy.**
- ★ **Voices proposes the formation of Citizens Review Committees to monitor the performance of the nursing home, assisted living facilities, and in-home care divisions in the Office of Health Care Quality.**

Voices for Quality Care is a long-term care citizen advocacy organization working primarily in Maryland and in Washington D.C. In the District, we are pleased to report that the minimum staffing requirements are for 4.1 hours of care per person per day. District nursing homes received a grade of "B" on the National Nursing Home Report Card in 2014, a step up from the grade of "C" in 2013.

Unfortunately, the method of counting staff is still by the entire building for a 24 hour period. This makes it impossible for the people living in the DC nursing homes, their friends and families, most nursing home staffers, ombudsmen and concerned citizens to determine whether or not a nursing home is actually providing this level of care on each unit, wing, or floor on a regular day-to-day basis.

We have no encouraging news to report for Maryland nursing homes.

In 2014, Maryland maintained the 2013 grade of "D" on the National Nursing Home Report Card. Despite years of talk, the minimum staffing requirement is still only 2.0 hours of care per person per day, a level considerably lower than the well-documented 2.75 hours of care below which harm can occur and far below the equally well-documented 4.1 hours needed for good care.

More disturbing is the fact that there is no real enforcement even of the dismal 2.0 hours of care requirement. The Maryland Office of Health Care Quality (OHCQ) has stated that surveyors do not calculate staffing levels. They cite only for poor "outcomes" and have issued just 9 citations for staffing deficiencies out of 7210 issues during the latest 3-survey cycle.

The system of calculating staff may add to the low level of enforcement. It is so complicated that the people living in Maryland nursing homes and their friends and families, as well as Ombudsmen and possibly surveyors are unable to easily determine whether or not a nursing home is actually in compliance even at this minimal level of staffing at any given time.

There are some very good laws and regulations governing nursing home care. Unfortunately, The Law is a noun, not a verb. On its own, it sits on a shelf and does nothing. It does not act until someone picks it up and uses it. On the federal level, in nursing homes, the primary government agency with the authority to pick up The Law and enforce it is the Center for Medicare and Medicaid Services (CMS). On the state levels, the primary government agencies are the state survey agencies, OHCQ and the Washington, D.C. Department of Health (DOH).

This report is based on data from the CMS database covering the 3-survey cycle which began on 1/14/11 and ended on 10/24/14. This year, because of our concerns with the levels and recurrence of the listed citations of deficiency, we have limited our annual nursing home report to just 2 issues: *the number of those deficiencies that have recurred year after year in so many of our nursing homes and the "scope", or seriousness, of the deficiencies cited.*

Deficiencies Recurring Year After Year

Our research this year into the citations of deficiency issued by the two survey agencies, the OHCQ and the DOH, during the last three survey cycles has brought a new and serious concern to our attention. Voices for Quality Care considers a citation of deficiency as a notice to a nursing home of a need to improve in a specific area of care. So, what does it mean when the same deficiency appears in three back-to-back surveys? These are the deficiencies a nursing home has been cited for three surveys ago, two surveys ago, and yet again in the last survey. At this point, one has to feel these have become chronic deficiencies in these particular nursing homes.

Voices suggests these continued violations of regulations or laws may indicate a lack of effort on the part of the nursing home to correct these failings as well as a lack of sufficient enforcement techniques on the part of CMS and state survey agencies to ensure compliance. As chronic conditions, these recurring deficiencies are issues that everyone living in these nursing homes and their friends and families should be aware of and watchful for. For this reason, Voices will post the lists of nursing homes with these recurring deficiencies in Maryland and in the District of Columbia on our website.

Here’s an example that has just been referred to the Voices for Quality Care Helpline:

The description of the deficiency is a failure to *“Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.”* and 4 nursing homes have been cited for this deficiency in each of the last 3 survey cycles.

Nursing Home	MARYLAND	Date	Severity	cycle	Nursing Home	WASHINGTON, D.C.	Date	Severity	cycle
BRADFORD OAKS CENTER		9/9/13	D	1	CAPITOL HILL NURSING CENTER		7/18/14	D	1
BRADFORD OAKS CENTER		7/20/12	D	2	CAPITOL HILL NURSING CENTER		8/5/13	E	2
BRADFORD OAKS CENTER		6/4/12	D	3	CAPITOL HILL NURSING CENTER		8/24/12	D	3
MANORCARE HEALTH SERVICES - RUXTON		10/9/14	E	1	CAROLYN BOONE LEWIS HEALTH CARE CENTER		8/5/14	D	1
MANORCARE HEALTH SERVICES - RUXTON		7/14/14	E	1	CAROLYN BOONE LEWIS HEALTH CARE CENTER		9/24/13	D	2
MANORCARE HEALTH SERVICES - RUXTON		10/17/13	D	2	CAROLYN BOONE LEWIS HEALTH CARE CENTER		9/11/12	E	3
MANORCARE HEALTH SERVICES - RUXTON		9/23/11	C	3					

Notice that even after the third citation the severity levels remain low.



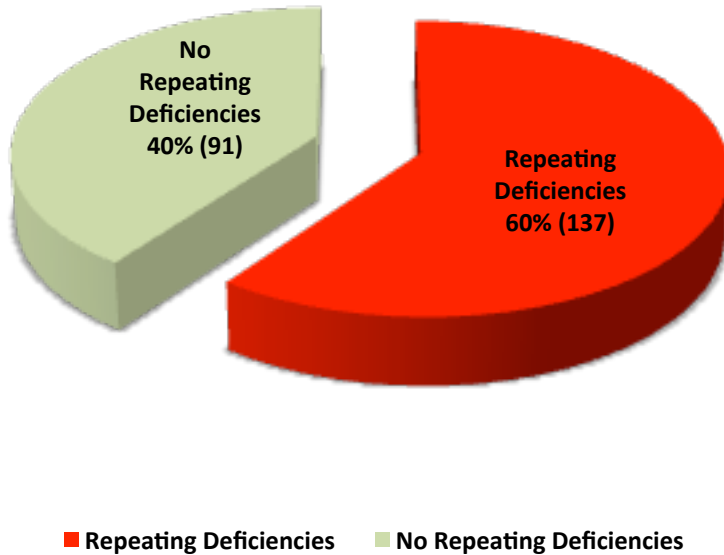
Serious Deficiencies Increased

During this time period, an astounding 7 Level L Immediate Jeopardy deficiencies, the worst of the worst, were issued. Since Voices for Quality Care started reporting on Maryland nursing home performance in 2003, we have seen very few Immediate Jeopardy deficiencies at any level and none at the highest level, Level L.

CORRECTION: AN ERROR OCCURRED IN THE FIRST COPY OF THIS REPORT. IN THE CHARTS ON PAGE 4, WE STATED THAT 93 MARYLAND NURSING HOMES HAD NO RECURRING DEFICIENCIES WHILE 135 DID HAVE RECURRING DEFICIENCIES. THE CORRECT NUMBERS ARE 91 (40%) MARYLAND NURSING HOMES THAT HAVE NO RECURRING DEFICIENCIES WHILE 137 (60%) DO HAVE RECURRING DEFICIENCIES. WE APOLOGIZE FOR THIS ERROR. WE DO TRY TO BE ACCURATE IN ALL OF OUR WORK.

A Troubling Issue

Percentage of Maryland Nursing Homes with Repeating Deficiencies



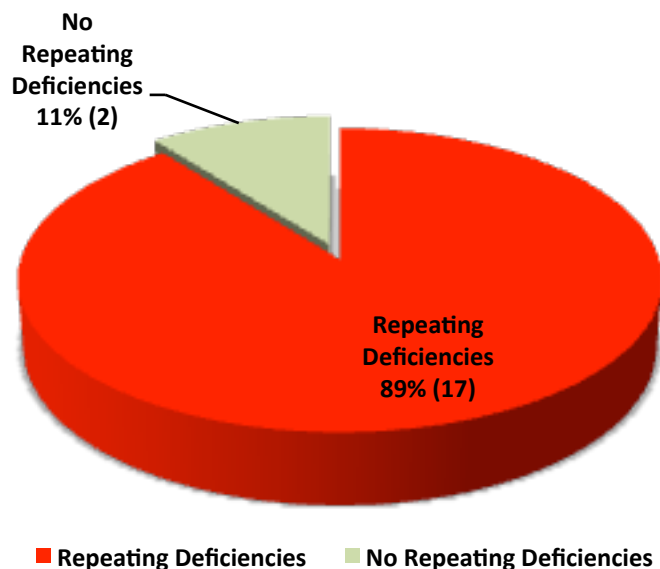
PLEASE KEEP IN MIND AS YOU READ THIS REPORT THAT 91

NOTE: WE ARE AWARE OF THE FACT THAT THERE ARE A FEW VERY GENERAL DEFICIENCY F-TAGS THAT ARE OFTEN USED IN SURVEYS (F-323, F-371, F-441, F-309). THESE DEFICIENCIES CAN BE SO GENERAL THAT A REPEAT CITATION DOESN'T NECESSARILY MEAN THAT THERE IS A REPEAT OF THE EXACT SAME INFRACTION. WE HAVE LEFT THEM IN THE COUNTS SINCE THEY ARE DEFICIENCIES IN PRACTICES THAT FALL WITHIN THE SAME GENERAL CATEGORY, A CATEGORY THAT CERTAINLY SHOULD NOT BE GENERATING CITATIONS OF DEFICIENCIES YEAR AFTER YEAR.

PLEASE KEEP IN MIND AS YOU READ THIS REPORT THAT 2 WASHINGTON, D.C. NURSING HOMES HAD NO RECURRING DEFICIENCIES!

OF THE 19 WASHINGTON, D.C. NURSING HOMES LISTED ON THE CENTER FOR MEDICARE AND MEDICAID NURSING HOME COMPARE WEBSITE, 17 OF THEM HAVE AT LEAST ONE, AND UP TO AS MANY AS 18, RECURRING HEALTH DEFICIENCIES.

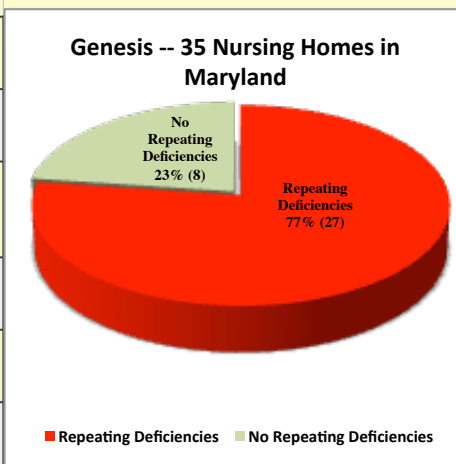
Percentage of District of Columbia Nursing Homes With Repeating Deficiencies



HERE ARE THE PERCENTAGES OF RECURRING DEFICIENCIES FOR THE THREE LARGEST NURSING HOME CHAINS IN MARYLAND.

Genesis Nursing Homes in Maryland

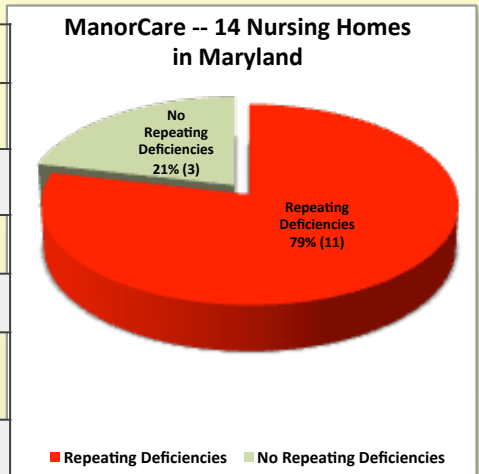
F-tag	Deficiency	Genesis Nursing Homes With This Recurring Deficiency
157	Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	CATON MANOR, ELKTON CENTER, PATAPSCO VALLEY CENTER,
159	Properly hold, secure, and manage each resident's personal money which is deposited with the nursing home.	SPRINGBROOK CENTER
225	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.	SPRINGBROOK CENTER
241	Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	HOMEWOOD CENTER
253	Provide housekeeping and maintenance services.	CATONVILLE COMMONS, CORSICA HILLS CENTER, CRESCENT CITIES CENTER, PATAPSCO VALLEY CENTER
272	Conduct initial and periodic assessments of each resident's functional capacity.	CRESCENT CITIES CENTER, FAIRLAND CENTER, SHADY GROVE CENTER, SPRINGBROOK CENTER



F-tag	Deficiency	Nursing Homes With This Recurring Deficiency
278	Ensure each resident receives an accurate assessment by a qualified health professional.	HERITAGE CENTER, LAYHILL CENTER, LOCH RAVEN CENTER, SPRINGBROOK CENTER
279	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	FAIRLAND CENTER, FRANKLIN WOODS CENTER, GLADE VALLEY CENTER, LAYHILL CENTER, LOCH RAVEN CENTER, PATAPSCO VALLEY CENTER, POWERBACK REHABILITATION, SHADY GROVE CENTER, SLIGO CREEK CENTER, WALDORF CENTER
280	Allow residents the right to participate in the planning or revision of care and treatment.	BRADFORD OAKS CENTER, FAIRLAND CENTER, FRANKLIN WOODS CENTER, SPRINGBROOK CENTER, WOODSIDE CENTER
281	Ensure services provided by the nursing facility meet professional standards of quality.	ELKTON CENTER, FAIRLAND CENTER, LAYHILL CENTER, SHADY GROVE CENTER, SLIGO CREEK CENTER, SPRINGBROOK CENTER, WOODSIDE CENTER
309	Provide necessary care and services to maintain or improve the highest well being of each resident .	CRESCENT CITIES CENTER, ELKTON CENTER, FAIRLAND CENTER, KNOLLWOOD MANOR NURSING HOME, LAYHILL CENTER, LOCH RAVEN CENTER, LONG GREEN CENTER, SHADY GROVE CENTER, SLIGO CREEK CENTER, SPRINGBROOK CENTER, WOODSIDE CENTER
314	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	SPRINGBROOK CENTER
318	Ensure that residents with limited range of motion receive appropriate treatment and services to increase range of motion or prevent further decrease in range of motion.	LAYHILL CENTER
323	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	BRADFORD OAKS CENTER, ELKTON CENTER, ELKTON CENTER, LARKIN CHASE CENTER, MAGNOLIA CENTER
328	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	SPRINGBROOK CENTER
329	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	ELKTON CENTER, FAIRLAND CENTER, LOCH RAVEN CENTER
333	Ensure that residents are safe from serious medication errors.	CHESAPEAKE WOODS CENTER
371	Store, cook, and serve food in a safe and clean way.	BRADFORD OAKS CENTER, CORSICA HILLS CENTER, ELKTON CENTER, PATAPSCO VALLEY CENTER, WALDORF CENTER
428	At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	GLADE VALLEY CENTER, LAYHILL CENTER
431	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	CROMWELL CENTER, FRANKLIN WOODS CENTER, MAGNOLIA CENTER, SHADY GROVE CENTER
441	Have a program that investigates, controls and keeps infection from spreading.	COLLEGE VIEW CENTER, ELKTON CENTER, GLADE VALLEY CENTER
458	Provide rooms that are at least 80 square feet per resident in multiple rooms and 100 square feet for single resident rooms.	MAGNOLIA CENTER
469	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	BRADFORD OAKS CENTER
502	Give or get quality laboratory services/tests in a timely manner to meet the needs of residents.	ELKTON CENTER
514	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	CATON MANOR, CRESCENT CITIES CENTER, ELKTON CENTER, LARKIN CHASE CENTER, LOCH RAVEN CENTER,

ManorCare Nursing Homes in Maryland

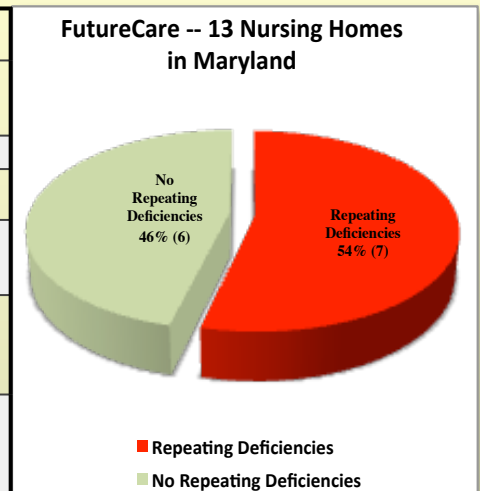
F-tag	Deficiency	ManorCare Nursing Homes With This Referring Deficiency
157	Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	MANORCARE HEALTH SERVICES - ROSSVILLE
241	Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	MANORCARE HEALTH SERVICES - ROSSVILLE
253	Provide housekeeping and maintenance services.	MANORCARE HEALTH SERVICES - DULANEY
272	Conduct initial and periodic assessments of each resident's functional capacity.	MANORCARE HEALTH SERVICES - SILVER SPRING, MANORCARE HEALTH SERVICES - BETHESDA
279	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	MANORCARE HEALTH SERVICES - DULANEY, MANORCARE HEALTH SERVICES - RUXTON, MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY
280	Allow residents the right to participate in the planning or revision of care and treatment.	MANORCARE HEALTH SERVICES - ROLAND PARK



F-tag	Deficiency	Nursing Homes With This Referring Deficiency
281	Ensure services provided by the nursing facility meet professional standards of quality.	MANOR CARE HEALTH SERVICES - CHEVY CHASE, MANOR CARE HEALTH SERVICES - WHEATON, MANORCARE HEALTH SERVICES - SILVER SPRING, MANORCARE HEALTH SERVICES - BETHESDA,
314	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	MANORCARE HEALTH SERVICES - ROLAND PARK
323	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	MANORCARE HEALTH SERVICES - ROSSVILLE, MANORCARE HEALTH SERVICES - WOODBRIDGE VALLEY
329	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	MANORCARE HEALTH SERVICES - DULANEY
371	Store, cook, and serve food in a safe and clean way.	MANOR CARE HEALTH SERVICES - HYATTSVILLE
428	At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	MANORCARE HEALTH SERVICES - BETHESDA
469	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	MANORCARE HEALTH SERVICES - RUXTON
514	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	MANORCARE HEALTH SERVICES - DULANEY, MANORCARE HEALTH SERVICES - POTOMAC, MANORCARE HEALTH SERVICES - ROSSVILLE

FutureCare Nursing Homes in Maryland

F-tag	Deficiency	FutureCare Nursing Homes With This Recurring Deficiency
157	Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	FUTURE CARE COLD SPRING, FUTURE CARE NORTHPOINT,
253	Provide housekeeping and maintenance services.	LOCHEARN NURSING HOME, LLC
309	Provide necessary care and services to maintain or improve the highest well being of each resident .	COURTLAND, LLC, FUTURE CARE CANTON HARBOR
323	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	COURTLAND, LLC, FUTURE CARE CANTON HARBOR
329	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	FUTURE CARE COLD SPRING, FUTURE CARE HOMEWOOD
514	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	FUTURE CARE CANTON HARBOR, FUTURE CARE HOMEWOOD, FUTURE CARE NORTHPOINT, FUTURE CARE PINEVIEW,



The Top of The Lists — In Descending Order

(18) Deanwood Rehabilitation and Wellness Center in Washington D.C. was cited for an amazing total of 18 recurring health deficiencies during this 3-cycle survey period. This facility is owned by Efraim Rooz and managed by Willistine Page. Efraim Rooz also owns Riverview Rehabilitation & Health Center in Baltimore, Maryland. Riverview had 3 recurring health deficiencies during this 3-cycle survey period and is managed by Edward Walter.

(11) Carolyn Boone Lewis Health Care Center in Washington D.C. owned by NEXUS HEALTH INC and managed by Verna Meacham, was cited for a total of 11 recurring health deficiencies in this 3-cycle survey period.

(9) Elkton Center in Cecil County Maryland, a Genesis facility, was cited for a total of 9 recurring health deficiencies during this 3-cycle survey period, the highest number of recurring deficiencies in Maryland.

(9) Laurelwood Center at Elkton in Montgomery County Maryland, owned by Ira Smedra, Elmer Steier, Jacob Wintner, JJIA LLC, LP CS Holdings LLC, LP Elton LLC, LPSNFII LLC, and Signature Holdings II, LLC and managed by John Harrison and Elmer Steier, was cited for a total of 9 recurring health deficiencies during this 3-cycle survey period, the highest number of recurring deficiencies in Maryland.

(9) Springbrook Center in Montgomery County Maryland, a Genesis facility, was cited for a total of 9 recurring health deficiencies during this 3-cycle survey period, the highest number of recurring deficiencies in Maryland.

(9) The Washington Home in Washington D.C., a non-profit facility managed by Siham Andraos, was cited for a total of 9 recurring health deficiencies during this 3-cycle survey period.

(9) United Medical Nursing Home in Washington D.C., a non-profit facility managed by Derrick Hollings, was cited for a total of 9 recurring health deficiencies during this 3-cycle survey period.

(7) Brinton Woods Health & Rehabilitation Center at Arlington in Baltimore City Maryland, owned by Irma Chapin, Daren Cortese, Marvin Rubousky, and Gary Yankanich and managed by Brinton Woods Management Company LLC and Ryan Evans, was cited for a total of 7 recurring health deficiencies during this 3-cycle survey period.

(7) Fox Chase Nursing & Rehabilitation Center in Montgomery County Maryland, owned by New Jersey Subacut LLC, Retirement Residences Real Estate, Revera Health Systems Inc., Revera Inc., and managed by Daniel Woldberg, Jennie McCall, and Donna Kelsey was cited for a total of 7 recurring health deficiencies during this 3-cycle survey period.

(7) Rock Glen Nursing & Rehabilitation Center in Baltimore City Maryland, owned by Foundation Health Services Inc., Rock Glen Healthcare Inc., and managed by Luis Navas-Migueloa was cited for a total of 7 recurring health deficiencies during this 3-cycle survey period.

(7) Transitions Healthcare Capitol City in Washington, D.C., owned by Michael Miller, Stephanie Miller-Greenburg, and Stephen Lazovitz and managed by Arthur Stern and Seniors Healthcare Inc., was cited for a total of 7 recurring health deficiencies during this 3-cycle survey period.

(7) Specialty Hospital of Washington - Hadly SNF in Washington, D.C., owned by Specialty Hospital of Washington - Hadley LLC, Specialty Hospitals of America LLC, Eric Rieseberg, Frank Willich, James Rappaport, Paul Meister, Robert Rummier and managed by Eric Rieseberg, Frank Willich, James Rappaport, Robert Rummier, Rose Gilliam, and SHA Management LLC, was cited for a total of 7 recurring health deficiencies during this 3-cycle survey period.

- 6 Nursing Homes in Maryland and 1 Nursing Home in Washington D.C. had 6 recurring citations in this 3-cycle survey period.
- 9 Nursing Homes in Maryland had 5 recurring citations in this 3-cycle survey period.
- 10 Nursing Homes in Maryland had 4 recurring citations in this 3-cycle survey period.
- 25 Nursing Homes in Maryland and 2 Nursing Homes in Washington D.C. had 3 recurring citations in this 3-cycle survey period.
- 29 Nursing Homes in Maryland and 4 Nursing Homes in Washington D.C. had 2 recurring citations in this 3-cycle survey period.
- 51 Nursing Homes in Maryland and 4 Nursing Homes in Washington D.C. had 1 recurring citation in this 3-cycle survey period.

CECIL COUNTY ODDITIES

Cecil County in Maryland has two of the three nursing homes with 9 recurring deficiencies, the highest number listed in Maryland. Those homes are Elkton Center and Laurelwood Center at Elkton.

The third home in Cecil County, Calvert Manor Health Care Center, is a 5-star nursing home with a 5-star rating in health inspections.

EXPLANATION OF RATING AND DEFICIENCY	Scope of the Deficiency		
	Isolated	Pattern	Widespread
Severity of the Deficiency			
Immediate jeopardy to resident health or safety	I	K	L
Actual harm that is not immediate jeopardy	G	H	J
No actual harm with potential for more than minimal harm that is not immediate jeopardy	D	E	F
No actual harm with potential for minimal harm	A	B	C

<p>The deficiencies in this report have been issued during the last three Survey Cycles. An annual survey is conducted in each nursing home. Citations of deficiency springing from that survey and all deficiencies resulting from investigations of complaints during the year are included in a cycle.</p> <ul style="list-style-type: none"> ❖ Cycle 1 contains all citations of deficiency in the past 12 months. 	<p>The CMS nursing home Star Rating system awards a star rating based on health surveys, staffing levels, and quality measures.</p> <ul style="list-style-type: none"> ❖ 1 Star = well below average ❖ 2 Stars = below average, ❖ 3 Stars - average ❖ 4 Stars = above average
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Deficiencies

The Worst of the Worst – Immediate Jeopardy

In Maryland —

Provider name	city	survey date	tag description	scope	cycle
WESTERN MD HOSPITAL CENTER	HAGERSTOWN	5/7/14	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.	L	1
WESTERN MD HOSPITAL CENTER	HAGERSTOWN	5/7/14	Ensure services provided by the nursing facility meet professional standards of quality.	L	1
WESTERN MD HOSPITAL CENTER	HAGERSTOWN	5/7/14	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	L	1
WESTERN MD HOSPITAL CENTER	HAGERSTOWN	5/7/14	Use a registered nurse at least 8 hours a day, 7 days a week.	L	1
WESTERN MD HOSPITAL CENTER	HAGERSTOWN	5/7/14	Make sure that the facility is administered in an acceptable way that maintains the well-being of each resident .	L	1
WESTERN MD HOSPITAL CENTER	HAGERSTOWN	5/7/14	Establish a governing body that is legally responsible for establishing and implementing policies for managing and operating the facility and appoints a properly licensed administrator responsible for managing the facility	L	1
WESTERN MD HOSPITAL CENTER	HAGERSTOWN	5/7/14	Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action.	L	1
ST THOMAS MORE MEDICAL COMPLEX	HYATTSVILLE	11/15/12	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	L	3
NMS HEALTHCARE OF HAGERSTOWN, LLC	HAGERSTOWN	7/12/13	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	L	1

In Washington, D.C. —

There were no Level L Immediate Jeopardy Citations of Deficiencies issued in Washington, D.C. during the last 3 survey cycles.

NOTE: DURING THE 13 YEARS THAT VOICES HAS BEEN PRODUCING REPORTS WE HAVE NEVER SEEN THIS MANY IMMEDIATE JEOPARDY DEFICIENCIES. IN FACT, WE'VE RARELY SEEN LEVEL L DEFICIENCIES AT ALL AND THE K AND J LEVELS HAVE BEEN FEW.

A TRULY DISTURBING FACT IS THAT THE WESTERN MARYLAND HOSPITAL CENTER, THAT GENERATED SEVEN OF THE HIGHEST LEVEL DEFICIENCIES, IS RUN BY THE STATE OF MARYLAND.

Deficiencies

The Worst of the Worst – Immediate Jeopardy (continued)

In Maryland –

Prover name	city	survey date	tag desc	scope	cycle
PERRING PARKWAY CENTER	BALTIMORE	5/10/12	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	K	3
SNOW HILL NURSING & REHAB CTR	SNOW HILL	11/15/12	Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	K	2
SNOW HILL NURSING & REHAB CTR	SNOW HILL	11/15/12	Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action.	K	2
KNOLLWOOD MANOR NURSING HOME	MILLERSVILLE	1/30/12	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	K	3
SIGNATURE HEALTHCARE AT MALLARD BAY	CAMBRIDGE	3/13/14	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	K	1
HOLLY HILL NURSING AND REHABILITATION CENTER	TOWSON	5/4/12	Develop policies and procedures for influenza and pneumococcal immunizations.	K	3
MORAN MANOR NURSING HOME	WESTERNPORT	8/23/13	Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	K	1
LARKIN CHASE CENTER	BOWIE	2/28/14	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	K	1
ELKTON CENTER	ELKTON	2/19/14	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	K	1
NORTH ARUNDEL HEALTH AND REHABILITATION CENTER	GLEN BURNIE	8/22/13	Store, cook, and serve food in a safe and clean way.	K	1
LONG GREEN CENTER	BALTIMORE	6/10/14	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	J	1
PATAPSCO VALLEY CENTER	RANDALLSTOWN	3/21/14	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	J	1
LORIEN HEALTH SYSTEMS - COLUMBIA	COLUMBIA	2/20/14	Ensure that residents are safe from serious medication errors.	J	1
COURTLAND, LLC	BALTIMORE	4/6/12	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	J	3
REEDERS MEMORIAL HOME	BOONSBORO	12/12/13	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	J	2
ST THOMAS MORE MEDICAL COMPLEX	HYATTSVILLE	1/26/12	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	J	3
ST THOMAS MORE MEDICAL COMPLEX	HYATTSVILLE	11/15/12	Quickly tell the resident's doctor the results of laboratory tests.	J	3
FORT WASHINGTON HEALTH & REHABILITATION CENTER	FORT WASHINGTON	5/1/13	Provide necessary care and services to maintain or improve the highest well being of each resident .	J	2
ENVOY OF DENTON	DENTON	6/15/11	Ensure residents maintain acceptable nutritional status.	J	3
WEST MD HEALTH SYST FROSTBURG NRSNG AND REHAB CTR	FROSTBURG	4/26/13	Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	J	2
SOUTH RIVER HEALTH AND REHABILITATION CENTER	EDGEWATER	7/2/13	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	J	2
HERITAGE HARBOUR HEALTH AND REHABILITATION CENTER	ANNAPOLIS	9/8/11	Give the right treatment and services to residents who display physical or psychosocial problems adapting to changes in circumstances.	J	3
SLIGO CREEK CENTER	TAKOMA PARK	6/20/14	Provide necessary care and services to maintain or improve the highest well being of each resident .	J	1
NORTHWEST NURSING AND REHAB CENTER	BALTIMORE	4/22/14	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.	J	1
COFFMAN NURSING HOME	HAGERSTOWN	7/24/13	Provide necessary care and services to maintain or improve the highest well being of each resident .	J	2

Deficiencies

The Worst of the Worst – Immediate Jeopardy (continued)

In Washington, D.C. —

Provider name	survey date	tag desc	scope	cycle
CAPITOL HILL NURSING CENTER	8/5/13	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	K	2
CARROLL MANOR NURSING & REHAB	9/19/11	Have a program that investigates, controls and keeps infection from spreading.	K	3
CARROLL MANOR NURSING & REHAB	9/19/11	Keep all essential equipment working safely.	K	3
DEANWOOD REHABILITATION AND WELLNESS CENTER	2/21/14	Keep all essential equipment working safely.	K	1
CAPITOL HILL NURSING CENTER	2/14/13	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	J	2
UNITED MEDICAL NURSING HOME	7/18/14	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	J	1

Conclusion

The increasing number of very serious Immediate Jeopardy and Actual Harm deficiencies is troubling. More troubling, however, is the fact that the vast majority of nursing homes in both Maryland and Washington, D.C. are cited for the same deficiencies year after year. It is clear that the current system is not effective in fixing, discouraging, and preventing deficiencies. To protect the well-being of the very fragile people who must live in nursing homes, CMS, OHCQ, and DOH must utilize more effective deterrents.

We offer several possible methods of improving this situation.

1. Citizen's Review Committees should be created to review and report on the operations of OHCQ and DOH as they provide monitoring for Nursing Homes, Assisted Living Facilities, and In-Home Care Services.
2. OHCQ, in 2013, had a deficit of 107.09 surveyors. In 2014, the estimated deficit was 67.9. The Department only gained 5 new positions in 2013 so we wonder where the other 39.19 surveyors came from. Regardless, the Department did not seem to have enough staff to provide adequate monitoring in Maryland's nursing homes in 2012, 2013, or 2014. They are now planning shortened and targeted surveys in the 2015 fiscal year. The financial cost of full staffing at OHCQ and in the Maryland Ombudsman Program is a minuscule part of the currently overburdened state budget but the human cost of not providing this funding year after year is alarming.
3. OHCQ and DOH should regard Long-Term Care Ombudsmen as reliable witnesses.
4. People living in the nursing homes and their friends and families should be considered by surveyors and complaint investigators to be equally as reliable as facility staff.
5. When a nursing home is cited for the same deficiency in consecutive years, the scope and fines should be increased.
6. The survey agency should replace the administrator of a nursing home that has recurring deficiencies with a competent administrator and provide the primary supervision for that administrator until the situation is remedied. A time frame for the turn-around should be set and if not met, the home should be closed or forced to be sold to a more competent owner.



Endnotes:

1. (<http://nursinghomereportcards.com>)

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