Healthcare Licensing and Surveys

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	BH004	A. BUILDING: _____ B. WING _____	07/24/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WILLOW CREEK HOMES OF GILLETTE	2300 HARDER DRIVE GILLETTE, WY 82718

(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) COMPLETE DATE
S 000	Opening Comments A complaint survey was conducted by Healthcare Licensing and Surveys on 7/18/19 through 7/24/19 at Willow Creek Homes of Gillette. The survey was prompted by complaint intake WY-17-043.	S 000		
S4030	Ch 8 Sec 7 (a)(ii) Grievance Procedure (a) The written grievance procedure shall establish a system of reviewing complaints and allegations of residents' right violations to include, but not limited to: (ii) Documentation of the provider's response to verbal and written resident grievances; This State Rule and Regulation is not met as evidenced by: Based on staff interview, resident record review, and review of facility logs, and policies and procedures, the facility failed to ensure grievances were addressed and documented for 1 of 5 sample residents (#5). The findings were: 1. Review of log notes dated 9/12/17 showed resident #5 "1-9,...c/o [complain of] air conditioner again." Continued review showed no evidence the facility addressed the resident's concerns about the air conditioning. 2. Interview with the facility manager on 7/18/19 at 4:25 PM revealed the facility failed to keep a grievance log. She stated when residents have a complaint or concern, the facility fills out a grievance report sheet and keeps it in the resident record. However, review of the resident's record showed no evidence of a grievance report sheet.	S4030		8/22/19

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S4030	Continued From page 1 3. Review of the facility policy and procedure "Grievance", undated, showed ...3. Management shall obtain written documentation on a grievance form. 4. Management shall make an action/resolution plan addressing each grievance...	S4030		

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Healthcare Licensing and Surveys

Willow Creek
ElderCare Communities

Gillette

ID Prefix Tag

S4030 Ch 8 Sec 7 (a)(iv) Grievance Procedure

In response to the findings, we can neither confirm or deny the events in question as they happened 2 years ago under a different company and staff. We encourage staff and residents to formally document any and all grievances so they can be addressed appropriately. We additionally have a suggestion box and quality improvement forms for our resident to communicate any and all concerns or wishes.

- Corporate officer and Manager will hold a training on current grievance policy and procedures.
- Staff will follow procedures for recording grievances and preparing action/resolution plans with proper documentation.
- Corporate officer and manager will additionally review with staff, record keeping practices to ensure longevity of documentation.
- Manager will issue a new quality improvement survey with all residents
- Manager will audit all current resident charts to ensure any and all grievances have been documented and action plans have been completed successfully.
- Date of compliance 8/22/2019

Eric McMillan, President: _____ Date: 8/20/2019

Accepted on 8/19/19 at 10:20 AM. Talked admin. Eric