



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Office of Health Care Quality

Spring Grove Center • Bland Bryant Building

55 Wade Avenue • Catonsville, Maryland 21228-4663

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

November 26, 2012

Ms. Sharon Dougherty, Administrator
Snow Hill Nursing & Rehabilitation Center
430 West Market Street
Snow Hill, MD 21863

**PROVIDER # 215121
RE: NOTICE OF IMMEDIATE JEOPARDY,
SUBSTANDARD QUALITY OF CARE,
IMPOSITION OF A CIVIL MONEY
PENALTY UNDER STATE REGULATIONS
AND POSSIBLE IMPOSITION OF
OTHER REMEDIES**

Dear Ms. Dougherty:

On November 8, 13, 14 and 15, 2012, an annual Medicare/Medicaid recertification survey was conducted by the Office of Health Care Quality to determine if your facility was in compliance with Federal participation requirements for nursing homes participating in the Medicare and/or Medicaid programs. The survey was also conducted for the purposes of State licensure. As documented in the attached form CMS 2567, this survey found that your facility was not in substantial compliance with participation requirements. In fact, conditions at your facility posed immediate jeopardy to the health and safety of residents. The deficiency that forms the basis for the finding of immediate jeopardy is attached. Abatement of the condition(s) that posed immediate jeopardy was confirmed by the survey team on November 15, 2012 at 6:25 p.m.

All references to regulatory requirements contained in this letter are found in Title 42, Code of Federal Regulations.

The facility's noncompliance with the following regulations constitutes immediate jeopardy to the health and safety of residents:

F 155, 483.10(b)(4) Resident Rights

F 520, 483.75(o)(1) Quality Assessment and Assurance

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I. RECOMMENDED REMEDIES

The following remedies will be recommended for imposition by the Center for Medicare and Medicaid Services (CMS) Regional Office if your facility has failed to achieve substantial compliance by December 27, 2012. Informal dispute resolution for the cited deficiencies will not delay the imposition of the enforcement actions recommended on December 27, 2012. A change in the seriousness of the noncompliance on December 27, 2012 may result in a change in the remedy selected. When this occurs, you will be advised of any change in remedy.

If you do not achieve substantial compliance within 3 months after the last day of the survey identifying non-compliance, (i.e. February 7, 2013) the CMS Regional Office and/or State Medicaid Agency must deny payments for new admissions. (§§488.417(a))

We are also recommending to the CMS Regional Office and/or the State Medicaid Agency that your provider agreement be terminated on May 15, 2013 if substantial compliance is not achieved by that time.

II. IMMEDIATE IMPOSITION OF A PER INSTANCE CIVIL MONEY PENALTY UNDER CODE OF MARYLAND REGULATIONS

Under Maryland Health General Article Sections 19-1401 et.seq. and COMAR 10.07.02.51, the Department of Health and Mental Hygiene has the authority to impose a civil money penalty (CMP) based upon the existence of deficiencies at a comprehensive care facility.

Based upon the deficiencies cited at your facility, I hereby impose a total per instance Civil Money Penalty (CMP) of \$15,000. The deficiencies upon which the CMP is based are enclosed with this letter on Form CMS 2567 and State Form which is incorporated by reference. Of particular concern were the deficiencies cited under:

1) COMAR 10.07.09.08 C (11) and F 155 regarding the facility's failure to establish an effective process to ensure residents' (#52, #1, #7, and #71) or their proxy's (health care agent or surrogate decision maker) end of life wishes are honored. The facility also failed to establish an effective system to recognize and correct these discrepancies in four of 34 sampled resident records. The fine assessed for this citation is \$10,000.

2) COMAR 10.07.02.46 C (1-7) and F 520 regarding the facility's failure to establish an effective process to ensure residents' or their proxy's end of life wishes were honored. The facility also failed to establish an effective Quality Assurance program to identify and implement corrective action when discrepancies existed during the Quality Assurance review. The fine assessed for this citation is \$ 5,000.

In determining whether to impose a CMP, the Department took into consideration the following factors:

1. The number, nature, and seriousness of the deficiencies;
2. The extent to which the deficiency or deficiencies are part of an ongoing pattern during the preceding 24 months;
3. The degree of risk to the health, life, or safety of the residents of the nursing facility caused by the deficiency or deficiencies;
4. The efforts made by, and the ability of, the nursing facility to correct the deficiency or deficiencies;
5. The nursing facility's prior history of compliance in general and specifically with reference to the cited deficiencies; and
6. Such other factors as justice may require.

In setting the amount of the CMP, the Department considered the following factors in addition to those factors considered in determining whether to impose a CMP:

Current federal guidelines for civil money penalties; and whether the amount of the proposed civil money penalty will jeopardize the financial ability of the nursing facility to continue operating as a nursing facility.

The facility may request a hearing on the decision to impose this CMP. Any hearing will be held in accordance with State Government Article, Title 10, Subtitle 2, Annotated Code of Maryland, and COMAR 28.02.01 and 10.01.03. Any request for a hearing must be submitted in writing to Paul J. Ballard, Office of the Attorney General, 300 West Preston Street, Suite 302, Baltimore, Maryland, 21201, no later than 30 days after receipt of this notice. The request shall include a copy of this letter. If the informal dispute resolution process referenced elsewhere in this letter does not result in settlement of this matter, this matter will be referred to the Office of Administrative Hearings to hold a hearing and issue a proposed decision within 10 working days of the hearing. The aggrieved person may file exceptions as provided in COMAR 10.01.03.35. A final decision by the Secretary shall be issued in accordance with COMAR 10.01.03.35. If you do not request a hearing within 30 days after the receipt of this notice, the imposition of the CMP will become final at that time.

The CMP payment is due 15 calendar days after the time period for requesting a hearing has expired and a request for a hearing was not received; or 15 calendar days after receipt of a written request from the facility to waive its right to a hearing and reduce the amount of the CMP by 40 percent, provided the written request is received by the Department within 30 calendar days of the Department's order imposing the civil money penalty. COMAR 10.07.02.54(A).

If Snow Hill Nursing & Rehabilitation Center files a timely request for a hearing, the nursing facility shall deposit the amount of the CMP in an interest-bearing escrow account. The nursing facility shall bear any costs associated with establishing the escrow account, and the account

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shall be titled in the name of the nursing facility and the Department of Health and Mental Hygiene as joint owners. COMAR 10.07.02.54(B).

When the Secretary issues the final decision of the Department, the funds in the escrow account, plus accrued interest if applicable, shall be distributed in accordance with COMAR 10.07.02.54C.

III. PLAN OF CORRECTION (PoC)

Based on the findings of this survey, an opportunity to correct the identified deficiencies will not be afforded prior to our recommendation of the imposition of remedies by the CMS and the State Medicaid agency. A PoC for the deficiencies must be submitted within 10 days after the facility receives its Form CMS 2567. Failure to submit an acceptable PoC within the above time frames may result in the imposition of additional remedies.

Your PoC must contain the following:

- What corrective action will be accomplished for those residents found to have been affected by the deficient practice;
- How you will identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken;
- What measures will be put into place or what systemic changes you will make to ensure that the deficient practice does not recur; and;
- How the corrective action(s) will be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place.
- Date by which corrective action will be completed; and
- **References to a resident(s) by only Resident #** as identified in the attached Resident Roster. This applies to the PoC as well as any attachments to the PoC. It is unacceptable to include resident names in documents since the documents are released to the public.

IV. INFORMAL DISPUTE RESOLUTION

In accordance with '488.331, you have one opportunity to question cited deficiencies through an informal dispute resolution process. You may also contest scope and severity assessments for deficiencies which resulted in a finding of SQC or immediate jeopardy. To be given such an opportunity, you are required to send your written request, along with the specific deficiency(ies) being disputed, and an explanation of why you are disputing the deficiency(ies), (or why you are disputing the scope and severity assessments of deficiencies which have been

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found to constitute SQC or immediate jeopardy) to me, Nancy Grimm, Director, Office of Health Care Quality, Bland Bryant Building, 55 Wade Avenue, Catonsville, Maryland 21228, phone 410-402-8201, fax 410-402-8234. This request must be sent within 10 days of receipt of this letter. Informal dispute resolution for the cited deficiencies will not delay the imposition of any enforcement action.

V. LICENSURE ACTION

As you are aware, the cited Federal deficiencies have a counter part in State regulations. These deficiencies are cited on the enclosed State Form. Please provide a plan of correction and credible evidence of compliance for these deficiencies within 10 days of receipt of this letter. In the event a revisit determines that substantial compliance has not been achieved, appropriate administrative action may be taken against your State license.

If you have any questions concerning the instructions contained in this letter, please contact me at (410) 402-8201 or by fax at (410) 402-8234.

Sincerely,



Nancy Grimm, Director
Office of Health Care Quality

Enclosures: CMS 2567
State Form

cc: Jane Sacco, Division of Community Support Services
Ruby Potter, Maryland Health Care Commission
Pat Hannigan, State Board of Examiners of Nursing Home Administrators
Alice Hedt, State Long Term Care Ombudsman
Paul Ballard, Esquire
Frances Curtis, Health Facilities Survey Coordinator
File II