

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 455478	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/09/2020
NAME OF PROVIDER OF SUPPLIER QUALITY CARE OF WACO		STREET ADDRESS, CITY, STATE, ZIP 2501 MAPLE AVE WACO, TX 76707	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		
F 0801 Level of harm - Minimal harm or potential for actual harm Residents Affected - Many	Employ sufficient staff with the appropriate competencies and skills sets to carry out the functions of the food and nutrition service, including a qualified dietitian. Based on interview and record review, the facility failed to employ a qualified dietitian or other clinically qualified nutrition professional either full-time, part-time, or on a consultant basis in that The facility failed to ensure a dietitian was employed in any capacity from October 2019 to 2/28/2020. This failure placed residents at increased risk of malnutrition and undesirable weight gain or loss. Findings included: During an interview on 2/25/2020 at 9:20 a.m., the LD stated she had not been paid by the facility for her services from June through October 2019 and that she had finally stopped going in October 2019 because of it. She stated that the HR called her and told her they had payment for her waiting at the facility this February 2020. She stated that the check for her was administered from the ADM's personal account. She stated that the facility had problems with bounced checks. She stated that the facility has been without a licensed dietitian for over four months. She stated that the facility had to run to the local grocery store to pick up food, and the milk vendor stopped coming out to the facility. She stated that the facility did not have a person to assess the resident dietary needs while they did not have a dietitian. During an interview on 2/28/2020 at 3:45 p.m., the SLP stated she was responsible for dietary upgrades and if residents need a change from mechanical soft to pureed diet or if there have been other changes in swallowing. She stated she would not be able to suggest therapeutic diets outside her scope of practice as a licensed speech therapist. She stated she did work closely with the dietitian, but it was not the same job by any means. She stated she was not able to do the dietitian's job, and that job has not been done for four months. She stated that, when the dietitian was working, she would run a report on residents with weight loss and bring concerning cases to the SLP's attention. She stated she could run a weight loss report but she didn't have the expertise to determine if there was a significant concern. During an interview on 3/2/2020 at 4:05 p.m. the ADM stated he did not know the dietitian had not been paid. He stated facility policy was to have a dietitian. Review of facility policy dated August 2010 Dietitian reflected the following: A qualified Dietitian will help oversee clinical nutritional Dietary Services in the facility.		
F 0837 Level of harm - Minimal harm or potential for actual harm Residents Affected - Many	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. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview, observation and record review, the governing body failed to implement policies regarding the management and operation of the facility and the OMC failed to be actively engaged and involved in the management of the facility, in that 1. The OMC failed to ensure sufficient funds in a payroll account for at least 27 employee paychecks between November 2019 and February 2020. 2. The OMC failed to pay the licensed dietitian for five months resulting in her suspension of services from October 2019 to 2/28/2020. 3. The OMC allowed the pharmacy bill to go unpaid until the pharmacy threatened to discontinue delivery. 4. The OMC did not pay the food service delivery company regularly or on time. 5. The OMC did not pay the oxygen delivery company regularly or on time. 6. The OMC failed to pay three medical supply companies, resulting in suspension of delivery service and a credit hold from these vendors. 7. The OMC failed to pay one pest control company, resulting in a suspension of service and a credit hold. 8. The OMC failed to maintain funds monthly to keep the water utility bill current. 9. The OMC failed to pay balances due to sundry other vendors. These failures placed residents at risk of serious harm or death from going without food, water, heating/air conditioning, and essential medical equipment. It also placed them at risk of injury or death due to fire or infection. It placed them at risk of not having their needs met due to insufficient staff. Findings included: 1. Review of facility staff paychecks reflected the following checks returned for not sufficient funds: Check #3904 in the amount of 11/1/2019 \$1,097.73; Check #3912 in the amount of 11/1/2019 \$553.46; Check #163 in the amount of 11/13/2019 \$473.16; Check #154 in the amount of 11/14/2019 \$666.46; Check #4154 in the amount of 11/15/2019 \$173.11; Check #4114 in the amount of 11/15/2019 \$787.45; Check #4154 in the amount of 11/15/2020 \$828.62; Check #4082 in the amount of 11/15/2019 \$831.15; Check #4083 in the amount of 11/15/2019 \$625.62 Check #4070 in the amount of 11/15/2019 \$407.46; Check #4074 in the amount of 11/15/2019 \$449.30; Check #4045 in the amount of 11/15/2019 \$976.79; Check #4283 in the amount of 11/29/2019 \$2215.69; Check #4234 in the amount of 11/29/2019 \$202.37; Check #4233 in the amount of 11/29/2019 \$409.90; Check #4202 in the amount of 11/29/2019 \$334.97; Check #4179 in the amount of 11/29/2019 \$308.43; Check #4200 in the amount of 11/29/2019 \$499.52; Check #4267 in the amount of 11/29/2019 \$1902.19; Check #4276 in the amount of 11/29/2019 \$963.04; Check #4286vm in the amount of 11/29/2019 \$273.37; Check #4431 in the amount of 12/13/2019 \$571.42; Check #201 in the amount of 12/20/2019 \$334.97; Check #4466 in the amount of 12/27/2019 \$447.44; Check #4528 in the amount of 12/27/2019 \$752.30; Check #219 in the amount of 1/31/2020 \$772.30; and Check #4835 in the amount of 2/7/2020 \$1088.53. During an interview on 2/25/2020 at 10:15 a.m. the HR stated that checks started coming back NSF and they began issuing corrected checks in November of 2019. She stated that she had to contact the home office for the OMC, and they would cut replacement checks. She stated that the office is located in New York. She stated that the primary contact she is aware of at that office is the PCOMC. She stated that the corporate company is fully aware of the checks bouncing. She stated that there are currently three outstanding paychecks that were sent back for insufficient funds. She stated that PSC actually cuts the checks for the OMC. She stated that PSC is a payroll service. She stated that the OMC is responsive to her, and that the POMC communicates with her by email. 2. During an interview on 2/25/2020 at 9:20 a.m., the LD stated she had not been paid by the facility for her services from June through October 2019 and that she had finally stopped going in October 2019 because of it. She stated that the HR called her and told her they had payment for her waiting at the facility this February 2020. She stated that the check for her was administered from the ADM's personal account. She stated that the facility had problems with bounced checks. She stated that the facility has been without a licensed dietitian for over four months. She stated that the facility had to run to the local grocery store to pick up food, and the milk vendor stopped coming out to the facility. She stated that the facility did not have a person to assess the resident dietary needs while they did not have a dietitian. 3. Review of a letter from an attorney representing the pharmacy delivery company dated 1/3/2020 reflected the following: On December 26, 2019, I sent a letter concerning amounts owed by (facility) and (pharmacy delivery company's) election to provide goods and services for which (the facility) is financially responsible on a weekly prepayment basis, as permitted by Paragraph 5(D)(3)(iii) of the PSA. I have not heard from (facility) in response to that letter, nor has (facility) made the first weekly payment of \$6,669.70 that was due by		
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE		TITLE	(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 0837 Level of harm - Minimal harm or potential for actual harm Residents Affected - Many	<p>(continued... from page 1)</p> <p>Thursday, January 2, 2020. If (pharmacy delivery company) is forced to suspend services as a result of (facility's) refusal to make the required payments, (pharmacy delivery company) will seek its lost profits incurred for the period of suspension. Review of an invoice from the pharmacy delivery company dated 1/31/2020 reflected a past due balance of \$81,881.05 and a current due balance of \$14,285.08. It reflected a payment of \$5,000 made on 11/30/2019 and \$20,000 made on 12/31/2019. 4. Review of a statement from the facility's food delivery service dated 1/31/2020 reflected a past due balance of \$3,574.15 from 12/31/2020 and a current outstanding balance of \$14,832.44. During a confidential interview, an anonymous employee stated that the kitchen budget has been cut, allegedly because the census dropped. This anonymous employee and a second anonymous employee stated and then reiterated that the food runs out on Thursdays, and the staff have to run out and buy food last minute to feed the residents. During an interview on 3/2/2020 at 8:23 a.m., a representative from the milk delivery service stated that the facility owes all the way back to 8/1/2019. He stated he has been by and asked them to pay. He stated they would pay some of the bill and not all, and his company finally cut off service and issued a letter of final demand. He stated he sent it to the DFS for the OMC and to the ADM. He stated the final amount owed is \$3,344.40. During an interview on 3/2/2020 at 4:55 p.m., a representative from the food delivery service stated that the facility has bounced checks and chronically failed to pay for services. She stated she has had to threaten to discontinue services often but has always gotten at least a small payment to prevent that from happening. She stated she received a payment this week that allowed the food delivery to be made, but she doesn't know what will happen next week. 5. During an interview on 2/26/2020 at 8:44 a.m., Resident #1 stated that the facility is low on oxygen tanks. She stated she is ordered 2 liters of O2, but she prefers 3 liters, but they don't have enough. She stated that she is having a hard time breathing because of it. She stated that she used to be a registered nurse and that the administrator told staff not to say too much around her because she knows too much about nursing regulations. When asked how that makes her feel, she stated she has given up trying to make a difference and doesn't care anymore. Observation on 3/2/2020 at 9:40 a.m. revealed that a representative from the oxygen supply company told the DON during a telephone conversation that the ADM presented a check on 2/14/2020 and asked them to wait until 2/21/2020. She stated to the DON that they tried to cash it on 2/21/2020, and it was returned. She stated they ran the check again and have not heard back about it. She told the DON that the amount of that check was for the total balance of \$5808.66. She told the DON that a new delivery would cost \$894.65 for the oxygen and delivery. She told the DON that they will be able to send some out to the facility right now. 6. Review of a statement from MSC A dated 1/25/2020 reflected a balance of \$29,859.54 over 90 past terms, a balance of \$4,160.26 61 to 90 days past terms, and a \$1016.43 0 to 31 days past terms. The total balance was \$35,036.23. The statement reflected an additional interest charge of \$408.01. During an interview on 2/28/1920 at 2:09 p.m., a representative from MSC A stated that the facility didn't have a contract but did purchase supplies from the company. He stated the facility stopped paying them. He stated they will no longer do business with the facility until the entire balance is paid off. He stated the balance is around \$12,000. Review of a statement from MSC B dated 1/27/2020 reflected a balance of \$785.84 over 90 days past due. Review of a statement from MSC C dated 3/2/2020 reflected a past due balance of \$12,341.28. During an interview on 3/2/2020 at 9:49 a.m. a representative from MSC C stated they had just sent a final notice by certified mail to the facility on [DATE] and a staff person had signed for it on 2/28/2020. She stated the amount owed is \$12,341.28. She stated they are turning it over to collections. Review of an invoice from the paper company/medical supplies provider dated 2/28/2020 reflected a balance of \$4,762.05 46-60 days overdue, a balance of \$8,830.70 31-45 days overdue, and a current balance of \$16,649.22. The total balance was \$30,241.97. Review on 3/2/2020 of the company website for the paper company/medical supplies provider reflected that it is a supplier of janitorial supplies, skin and personal care, disposable food service supplies, office supplies, and packaging. Medical supplies (diabetic test strips, catheters, briefs, syringes, etc.) are not listed as items provided by this company. 7. Review of a statement from PCC A dated 2/7/2020 reflected a past due balance of \$8,034.37 and a returned payment of \$2,850.27 dated 1/28/2020 for a total delinquent balance of \$10,884.64. Review of a statement from PCC B dated 2/13/2020 reflected a balance of \$378.88 1-30 days past due and a balance of \$378.88 31-60 days past due for a total balance of \$757.76. 8. Review of the facility's city water utility bill dated 2/28/2020 reflected total payments in the amount of \$.02 including a reverse payment of \$7707.45 on 12/3/2019, and total charges in the amount of \$53,736.88. The balance due was listed at \$19,699.86. 9. Review of a statement from a wheelchair and DME company dated 1/21/2020 reflected a balance of \$6,239.81 charged on 3/8/2019. During an interview on 3/2/2020 at 9:57 a.m., a representative from the wheelchair and DME company stated that the facility currently owes over \$6200 from an invoice on 3/3/2019 that has not been paid. She verified that this bill is a year past due. She stated she has billed them and has heard nothing. Review of a statement from a postal delivery service dated 2/3/2020 reflected a balance due of \$234.65 charged on 9/17/2019 and listed as 121+ days past due. Review of a statement from a paint company dated 1/31/2020 reflected a balance of \$243.72 charged in November 2019 and listed as 31-60 days past due. During a confidential interview an anonymous complainant stated that the ADM rarely came into the building, and many of the vendors were not being paid. Complainant stated there have been problems with the pharmacy, the dietitian, the oxygen delivery company, and the mobile imagining company being paid. Complainant stated that, at the end of October, staff paychecks started bouncing. Complainant stated that the water was almost cut off, but they paid \$7000 at the last minute to get it back on. Complainant stated that they were completely out of oxygen tanks about a month ago, and now they were back in the same situation with the oxygen. Complainant stated they owed close to \$6000 to the oxygen company. Complainant stated when they ran out before, they had to borrow three from a nearby facility. Complainant stated they had sixteen tanks at the time of the interview, and they regularly used two or three a day. Complainant stated, as far as complainant knows, they could not get more when they ran out. Complainant stated it was possible the ADM had paid the oxygen bill by then, but was unsure. Complainant stated that they lost services from more than one medical supply company due to unpaid balances, and now they were getting their medical supplies through a local paper company that had some kind of personal connection to the ADM. Complainant stated that the owner of the paper company ordered the medical supplies from other online stores, as medical supplies were not something that her company offered. Complainant stated that the pharmacy was going to stop delivering medications, but they put the facility on a payment plan. Complainant stated that these issues have been ongoing for months, and the ADM has done nothing to solve them permanently. Complainant stated she has never heard back from the OMC when and they have not helped. Complainant stated that everyone in the facility was terrified of retaliation by the ADM if they spoke to anyone about the issues in the building. Complainant stated that he placed magnetic cameras that connected to a phone application he had and allowed him to monitor both audio and video from his phone, so that made most everyone afraid to speak freely about any problems. Complainant stated there was no corporate level consultant and the staff all tried to figure out if the ADM had a boss. Complainant stated that when they asked him who his boss was, he didn't answer and only said that the OCM was not communicating with the facility. During an interview on 2/24/2020 at 1:10 p.m., Resident #2 stated that the facility was short staffed, because all their checks were bouncing for several weeks. Resident stated that none of the businesses in the city would cash the employee checks because the checks were bouncing. Resident stated that the facility was out of bread, so they put lunch meat on hotdog buns. Resident stated that the facility had only received a week's worth of food for each order. Resident stated that the building was supposed to be sold but the deal fell through, because the building had too many structural problems. Resident stated that, after that deal fell through, the owner did not want to spend any more money on the facility. During a confidential interview an anonymous employee stated that the biggest issue with the facility has been corporate not paying vendors so that they can get materials to get things done, things were not getting fixed due to lack of supplies. Employee stated that he knew of at least one employee who was affected by having their paycheck bounce. During an interview on 2/25/2020 at 10:06 a.m. LVN A stated that this was the second time her check has bounced stated and that she was currently in the office getting a replacement check. She stated that when the check bounced she called the HR, and they had her bring a copy of what the fee was for the bounced check and issued another check with the fee for the bounced check. During an interview an anonymous employee stated that the facility was bought by the OMC in 2014, and they had directly managed the facility since 2017. Anonymous employee stated that there were minor issues with vendors being paid late since they took over management in 2017, but in 2019 the vendors stopped getting paid altogether. Anonymous employee stated that supplemental vendors were being used to keep the facility afloat, but the sale of the facility that was supposed to occur in December 2019 did not occur as planned. Anonymous employee stated that, since then, the owners have not been paying the vendors, and the administrator has been paying the water bill and food for the facility out of his own account. Anonymous employee stated that the food delivery company wouldn't send much food at a time, because the facility was in debt to them. Anonymous employee stated that office supplies had to be provided by staff. Anonymous employee stated that all the residents' payments were sent to the central office in New York, and they did not</p>		

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F 0837 Level of harm - Minimal harm or potential for actual harm Residents Affected - Many	<p>(continued... from page 2)</p> <p>know what was happening to that money. Anonymous employee stated that the banks in the facility's city would not cash the employee checks. Anonymous employee stated the ADM found one bank that would allow them to cash checks for a \$5.00 fee with a 7-day hold. Anonymous employee stated that, often, the last person that cashed their check would have it returned, because the OMC emptied the account if it started to run out of money. Anonymous employee stated that in November 2019, everybody's check was bouncing. Anonymous employee stated that, since then, a few paychecks have still bounced. During an interview on an anonymous employee stated that the OMC did not pay the bill for the informational technology service company, so staff was unable to connect to the printer near the kitchen and print meal tickets and snack labels. Anonymous employee stated that the facility did not have a licensed dietician since October of 2019, because they did not pay the dietitian they had. Anonymous employee stated that all the staff have been in fear of retaliation, because the ADM put up personal cameras and was monitoring anything they say. Anonymous employee stated that the personal cameras went to his house, and they had audio so he listened to the staff and retaliated by yelling at them and threatening their jobs. She stated that each department head ran their own department, and the ADM was never there. She stated that the corporate office wouldn't answer the phone since all the checks bounced, and the OMC set up a bootleg account by sending the money directly to the administrator's personal account. She stated he has paid the employees out of his account. She stated this has been going on since the summer. She stated that they have had to stand in line for the ADM, and he took their checks and gave them cash. She stated that the kitchen has run out of food before because they ran out of budget. She stated that she has paid for food for breakfast out of her own pocket. She stated that the corporate office stopped paying the food vendor, so the ADM started paying out of his own pocket. She stated that the SW has failed to fill in her MDS sections in a timely manner and has cost a lot of money to the facility that should have been reimbursed by Medicaid. She stated that the ADM and the SW were both hardly ever in the facility. She stated that the SW was not advocating for the residents and did not attend morning meetings. During an interview on 2/25/2020 at 4:39 p.m., the RCP stated that her check bounced once last month. She stated that the facility told her to come back to get another check, and that one cleared. She stated that the ADM was not in the building most of the time. She stated that every time she has gotten a call for him, she has forwarded the call to his cell phone. During an interview, an anonymous resident stated that sometimes they have been out of food, and the food they did get was terrible. He stated that examples were hot dog casserole or a lot of sandwiches, and they often ran out of food before the delivery truck got there. He stated that eggs would run out, and sometimes they didn't have snacks. He stated there was no money for fixing the building. He stated that the facility runs out of diabetic strips, and someone had to run out to get new strips from the local supermarket. He stated the ADM was never in the building. He stated that since November, the paychecks were bouncing. He stated that there was no management at the facility, and staff were not being held responsible for not working. He stated that there were six people for the whole building at night. During an interview on 2/26/2020 at 3:06 p.m., the ADM stated that he has paid bills with his personal account, and the OMC reimbursed him. He stated that there have been some vendor checks that have bounced, and the banks did not accept checks from the OMC any longer. He stated that the facility was part of a QIPP for which LHA was the hospital authority, but LHA did not manage the facility. He stated that the facility was a stand-alone LLC, and the OMC was the owner and management company. He stated that the facility was using MBC for their medical billing, and then there was litigation, correspondence, and a lawsuit because when the MBC was fired, the company took all their data with them. He stated that there was no interruption in Medicaid or Medicare for residents when the MBC was dropped, and that Medicaid and Medicare money went to the OMC. He stated that the OMC was opening up a new account under a new routing number so that the local banks and vendors will do business with them. He stated that the facility has not been behind or missed payments on anything. He stated that the pharmacy service was owed a lot of money, so the OMC went into negotiations with the pharmacy and setup a payment plan. The ADM stated that he has been purchasing medical equipment for the facility through his own checking account. A request was made to the ADM for copies of contracts and statements from all vendors in the building. During an interview on 2/26/2020 at 4:45 p.m., LVN B stated she had been at the facility since 2016 and that there had been many problems. She stated the most recent thing that happened was the paychecks started to bounce in November 2019. She stated that the company did not provide direct deposit. She stated that her check only bounced once. She stated that there was a time that all the staff were in line at a check cashing store and were turned away, because the store owner told the staff that they could not cash their checks unless the administrator paid him money that he was owed. She stated the people with a checking account could not cash their checks and also could not deposit their checks because the checks would bounce, and the employees would have to pay back the money and the fees. She stated that, eventually, the administrator had the employees sign the checks over to the facility, and he would give them money out of his own account. She stated that the residents ate off of Styrofoam plates. She stated that over the weekend, a resident's blood sugar was low, and they could not find testing strips. She stated that the full-time employees got a letter that said their life insurance was cancelled, but they were still being charged for it. During a telephone interview on 2/27/2020 at 11:23 a.m., a man who claimed to be PCOCM stated that the OCM has been the management company and owner since 11/1/2014. He stated that another company was going to buy the building last fall, but that fell through. The reason he gave for that falling through was that it was in the best interest of the facility to remain in the ownership of the OCM. He stated that it was the OCM's responsibility to provide funds for payroll and the operating budget. During a confidential interview, an anonymous employee stated that nobody wanted to talk to the State, because the ADM warned them all and threatened them if they do. She stated that the ADM gave a big in-service about five weeks ago, and one of the nurses confronted him in front of everyone, asking: Why are you never here. Why are we low on supplies? Why are you bouncing paychecks? Why is there no food? She stated he responded by promising that checks wouldn't bounce, which they later did, and by saying he was doing the best he could. She stated he never answered her question about why he was never there. During a telephone interview on 2/28/2020 at 10:28 a.m., a representative from the FMC stated that his company has done fire monitoring and fire safety inspections and repairs for the facility. He stated he received a check on 2/26/2020 from the ADM's personal checking account. He stated that, before that, there was an outstanding bill going back to December 2019. He stated that it was difficult to say at what point they would stop serving the facility without payment, but the facility had an ongoing history of delinquency. He stated the facility didn't leave the FMC much recourse other than to hold their feet to the fire, which means they threatened to discontinue services. He stated it was an old building that always had repairs, and he could tell the ADM they were not coming to do repairs unless they got a check. The ADM would usually cut them a check in that case. During an interview on 2/28/2020 at 11:45 a.m., the ADM stated he had not been interviewed yet during the investigation. When asked if he had been in the building at all during the previous four days of the investigation, he stated that he had been there every day this week taking care of business and had put in 40 hours working on the nursing home out in the community. When asked what he was working on, he stated he was with vendors and supplies and various administrative duties for the nursing home. He stated he was always receiving a call. When asked if he could produce a mobile log of his activities, he stated that would be really hard and would take a long time. He stated he would have to check his online map service to track where he had gone. He stated he would be able to produce a time study, if that was required. When asked for copies of all vendor statements and contracts, the ADM stated they have some contractual agreements. When asked again for copies of all statements, he stated he had a payment for some vendors that he would have to go make. He stated the facility used his debit card to purchase things they needed, and residents never went without. When asked if he had an immediate supervisor, he stated he had one who worked for the OMC. He stated his immediate supervisor used to be the FRADM, but he was not sure who it was now. He stated the FRADM was now a regional operator. He stated the FRADM was still with the OMC but had moved into the management area. He stated that the FRADM was who he consulted with if he needed something from corporate. The ADM stated he would be at the facility for the rest of the day. During a telephone interview on 2/28/2020 at 12:04 p.m., the FRADM stated that he is not the ADM's supervisor in any way and does not work for the company at all. During an interview on 2/28/2020 at 1:27 p.m., the ADM presented three bills: one from the paper supply company he stated was supplying all medical supplies and equipment, one from the city water utility, and one from the pest control company. During an interview on 3/2/2020 at 8:23 a.m., a representative from the milk delivery service stated that the facility owed all the way back to 8/1/2019. He stated he has been by and asked them to pay. He stated they would pay some of the bill and not all, and his company finally cut off service and issued a letter of final demand. He stated he sent it to the DFS for the OMC and to the ADM. He stated the final amount owed was \$3,344.40. During an interview on 3/2/2020 at 9:03 a.m., the area ombudsman stated that the facility was known to have ongoing issues with meeting payroll and paying vendors for services. Observation on 3/2/2020 revealed that the ADM was not in the building until approximately 11:00 a.m. During an interview on 3/2/2020 at 11:00 a.m., a second request for statements from all vendors was made to the ADM, and</p>		

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For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
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F 0837 Level of harm - Minimal harm or potential for actual harm Residents Affected - Many	<p>(continued... from page 3)</p> <p>Additionally, records of all bounced paychecks were requested. He stated he would need to leave the premises to get copies of the paychecks. During an interview on 3/2/2020 at 4:05 p.m. the ADM stated he did not know the dietitian had not been paid. He stated it was facility policy to have a dietitian. He stated they were firing the fire monitoring company, but he named a different fire monitoring company than the one they were using. He stated he wanted to be able to provide everything requested, and he knows that it hasn't happened so far but he would be getting it all by noon the following day. He stated he has made the OCM aware and thought they finally understood that it was really important that they were able to show everything that they did to keep the facility running. He stated that they were going to make him a signer on their account so that he could access it himself and not cut checks out of his personal account anymore. He said that wouldn't be instant but it was going to happen. He stated there was an entity out of Waco that was interested in buying the facility, so that was in the works. He provided documentation of the NSF paychecks. He also provided documentation of reimbursement request sheets that he had submitted to the OCM for items he had paid with his personal checking account. Review of facility policy dated January 2018 and titled Administrative Management (Governing Board) reflected the following: The governing board shall be responsible for the management and operation of the facility. The facility's governing board is the supreme authority and has full legal authority and responsibility for the management and operation of our facility. The governing board is responsible for, but is not limited to: 1. Conversion and use of the facility's funds; 2. Protection of the residents' personal and property rights; 3. Establishment of policies and procedures that ensure the privacy and confidentiality of resident information; 4. Establishment of policies and procedures governing our facility's corporate compliance program; 5. Establishment of a staff development program; 6. Provision of facility services and quality resident care in accordance with professional standards of practice and principles; d. copy of the current organizational structure, according to facility type: (1) Corporations shall list all officers, directors and shareholders whose ownership interests are 5% or greater; (2) LLCs shall list members and managers, including ownership interests if any; (3) General partnerships shall list all partners; (4) Limited partnerships shall list general partners and any limited partners whose ownership interest is 10% or greater; (5) Trusts shall list trustees; and (6) Single ownerships shall list the name and contact information of the owner; and Copies of the Articles of Incorporation, bylaws, agreements and other legal documents pertaining to the ownership and operation of the facility are on file in the administrative office, and a copy of such information has been provided to appropriate federal and state agencies.</p>		