



Cypress Creek Rehabilitation and Healthcare Center

Nursing Facility Abuse, Neglect, Exploitation, and Misappropriation

Results in Brief

Why OIG Conducted This Inspection

In 2020 and 2021, the U.S. Department of Health and Human Services Office of Inspector General conducted audits of nursing facilities that reported allegations of potential abuse or neglect of Medicaid beneficiaries. The audits determined California, Florida, and New Jersey did not comply with federal requirements to report potential abuse or neglect of Medicaid beneficiaries. The Texas Health and Human Services (HHS) Office of Inspector General Audit and Inspections Division (OIG Inspections) initiated this inspection to determine whether the issues found in the 2020 and 2021 reports were present in Texas Medicaid nursing facilities.

Summary of Review

The inspection objective was to determine whether Cypress Creek Rehabilitation and Healthcare Center (Cypress Creek) has processes and procedures to document and report abuse, neglect, exploitation, and misappropriation incidents as required by state law. The inspection scope covered the period from September 1, 2022, through August 31, 2023.

For more information, contact:

OIGInspectionsReports@hhs.texas.gov

Key Results

Cypress Creek has policies and procedures that describe how to identify and report abuse, neglect, exploitation, and misappropriation. Cypress Creek did typically comply with state requirements regarding provider investigation reports, employment checks, and orientation related to abuse, neglect, exploitation, and misappropriation.

Specifically:

- All tested incidents were reported timely.
- All provider investigation reports were submitted timely and maintained at least two years, as required.
- All tested employee files contained records of attendance at orientation training.
- Of 19 provider investigation reports tested, 18 (94.7 percent) contained all required information.
- Of 15 employee records tested:
 - All 15 criminal history checks were performed accurately.
 - 14 (93.3 percent) Employee Misconduct Registry and Nurse Aide Registry checks were conducted before the employee's date of hire.

Recommendations

Cypress Creek should:

- Improve controls over its processes to ensure all provider investigation reports contain all required information.
- Create and implement controls over its processes to perform timely Employee Misconduct Registry and Nurse Aide Registry checks.

Management Response

Cypress Creek declined the opportunity to respond to the findings and recommendations in this report.