

# Chapters Living of Council Bluffs

Report ID: CCN 165466  
Generated: 2026-07-23T12:56:03.401Z

## § 1 Facility Identity

|                |                                                |
|----------------|------------------------------------------------|
| Facility       | Chapters Living of Council Bluffs              |
| CCN            | 165466                                         |
| Location       | 3000 Risen Son Blvd, Council Bluffs, IA, 51503 |
| Ownership type | For profit - Corporation                       |
| Certified beds | 102                                            |

## § 2 CMS Federal Record

|                                            |                                   |
|--------------------------------------------|-----------------------------------|
| Civil money penalties on file              | \$163,800                         |
| Deficiency citations — current cycle       | 57 ( 613% vs prior 24 months (8)) |
| Deficiency citations — prior 24 months     | 8                                 |
| Immediate Jeopardy — current cycle         | 1                                 |
| Actual-harm (G+) citations — current cycle | 0                                 |
| Special Focus Facility status              | SFF candidate                     |
| Abuse icon                                 | No                                |

## § 3 Federal Penalties in Context

|                                   |                                                       |
|-----------------------------------|-------------------------------------------------------|
| This facility — penalties on file | \$163,800                                             |
| IA state average                  | \$18,747 (this facility is 8.7× the IA average)       |
| National average                  | \$31,239 (this facility is 5.2× the national average) |

Averages are CMS-published per-facility fine amounts for the same snapshot. Figures and multiples are stated as published; no inference is drawn here.

## § 4 Current-Cycle Deficiencies

The current survey cycle records the following 57 federal deficiency citations (CMS F-tags). Scope/severity is CMS's own A–L grade; "Immediate Jeopardy" is CMS's most serious classification.

| F-TAG | FINDING (CMS)                                                                                                                                                                                               | SCOPE/SEV.                    | SOURCE          |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------|
| F686  | Provide appropriate pressure ulcer care and prevent new ulcers from developing.                                                                                                                             | <b>K · Immediate Jeopardy</b> | Complaint       |
| F851  | Electronically submit to CMS complete and accurate direct care staffing information, based on payroll and other verifiable and auditable data.                                                              | F                             | Standard survey |
| F865  | Have a plan that describes the process for conducting QAPI and QAA activities.                                                                                                                              | F                             | Standard survey |
| F867  | Set up an ongoing quality assessment and assurance group to review quality deficiencies and develop corrective plans of action.                                                                             | F                             | Standard survey |
| F868  | Have the Quality Assessment and Assurance group have the required members and meet at least quarterly                                                                                                       | F                             | Standard survey |
| F881  | Implement a program that monitors antibiotic use.                                                                                                                                                           | F                             | Standard survey |
| F887  | Educate residents and staff on COVID-19 vaccination, offer the COVID-19 vaccine to eligible residents and staff after education, and properly document each resident and staff member's vaccination status. | F                             | Standard survey |
| F657  | Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.                                                        | F                             | Complaint       |
| F658  | Ensure services provided by the nursing facility meet professional standards of quality.                                                                                                                    | E                             | Complaint       |
| F690  | Provide appropriate care for residents who are continent or incontinent of bowel/bladder, appropriate catheter care, and appropriate care to prevent urinary tract infections.                              | E                             | Complaint       |
| F684  | Provide appropriate treatment and care according to orders, resident's preferences and goals.                                                                                                               | E                             | Complaint       |
| F838  | Conduct and document a facility-wide assessment to determine what resources are necessary to care for residents competently during both day-to-day                                                          | E                             | Complaint       |

operations (including nights and weekends) and emergencies.

|      |                                                                                                                                                                                     |   |                 |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|
| F882 | Designate a qualified infection preventionist to be responsible for the infection prevent and control program in the nursing home.                                                  | E | Complaint       |
| F550 | Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.                                                          | E | Standard survey |
| F577 | Allow residents to easily view the nursing home's survey results and communicate with advocate agencies.                                                                            | E | Standard survey |
| F580 | Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.                                       | E | Standard survey |
| F584 | Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.           | E | Standard survey |
| F585 | Honor the resident's right to voice grievances without discrimination or reprisal and the facility must establish a grievance policy and make prompt efforts to resolve grievances. | E | Standard survey |
| F606 | Not hire anyone with a finding of abuse, neglect, exploitation, or theft.                                                                                                           | E | Standard survey |
| F607 | Develop and implement policies and procedures to prevent abuse, neglect, and theft.                                                                                                 | E | Standard survey |
| F610 | Respond appropriately to all alleged violations.                                                                                                                                    | E | Standard survey |
| F678 | Provide basic life support, including CPR, prior to the arrival of emergency medical personnel , subject to physician orders and the resident's advance directives.                 | E | Standard survey |
| F692 | Provide enough food/fluids to maintain a resident's health.                                                                                                                         | E | Standard survey |
| F725 | Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift.                                                      | E | Standard survey |

|      |                                                                                                                                                                           |   |                 |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|
| F726 | Ensure that nurses and nurse aides have the appropriate competencies to care for every resident in a way that maximizes each resident's well being.                       | E | Standard survey |
| F727 | Have a registered nurse on duty 8 hours a day; and select a registered nurse to be the director of nurses on a full time basis.                                           | E | Standard survey |
| F730 | Observe each nurse aide's job performance and give regular training.                                                                                                      | E | Standard survey |
| F802 | Provide sufficient support personnel to safely and effectively carry out the functions of the food and nutrition service.                                                 | E | Standard survey |
| F803 | Ensure menus must meet the nutritional needs of residents, be prepared in advance, be followed, be updated, be reviewed by dietician, and meet the needs of the resident. | E | Standard survey |
| F804 | Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.                                                                                 | E | Standard survey |
| F812 | Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.                    | E | Standard survey |
| F814 | Dispose of garbage and refuse properly.                                                                                                                                   | E | Standard survey |
| F842 | Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.                 | E | Standard survey |
| F880 | Provide and implement an infection prevention and control program.                                                                                                        | E | Standard survey |
| F572 | Give residents a notice of rights, rules, services and charges.                                                                                                           | E | Complaint       |
| F677 | Provide care and assistance to perform activities of daily living for any resident who is unable.                                                                         | E | Complaint       |
| F689 | Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.                                                     | E | Complaint       |
| F880 | Provide and implement an infection prevention and control program.                                                                                                        | D | Complaint       |

|      |                                                                                                                                                                           |   |                 |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|
| F584 | Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely. | D | Complaint       |
| F609 | Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.                                                       | D | Complaint       |
| F610 | Respond appropriately to all alleged violations.                                                                                                                          | D | Complaint       |
| F656 | Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.                                         | D | Complaint       |
| F657 | Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.                      | D | Complaint       |
| F686 | Provide appropriate pressure ulcer care and prevent new ulcers from developing.                                                                                           | D | Complaint       |
| F725 | Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift.                                            | D | Complaint       |
| F842 | Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.                 | D | Complaint       |
| F582 | Give residents notice of Medicaid/Medicare coverage and potential liability for services not covered.                                                                     | D | Standard survey |
| F602 | Protect each resident from the wrongful use of the resident's belongings or money.                                                                                        | D | Standard survey |
| F628 | Provide the required documentation or notification related to the resident's needs, appeal rights, or bed-hold policies.                                                  | D | Standard survey |
| F641 | Ensure each resident receives an accurate assessment.                                                                                                                     | D | Standard survey |
| F655 | Create and put into place a plan for meeting the resident's most immediate needs within 48 hours of being admitted                                                        | D | Standard survey |
| F679 | Provide activities to meet all resident's needs.                                                                                                                          | D | Standard survey |

|      |                                                                                                                                                                    |   |                 |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|
| F693 | Ensure that feeding tubes are not used unless there is a medical reason and the resident agrees; and provide appropriate care for a resident with a feeding tube.  | D | Standard survey |
| F695 | Provide safe and appropriate respiratory care for a resident when needed.                                                                                          | D | Standard survey |
| F805 | Ensure each resident receives and the facility provides food prepared in a form designed to meet individual needs.                                                 | D | Standard survey |
| F808 | Ensure therapeutic diets are prescribed by the attending physician and may be delegated to a registered or licensed dietitian, to the extent allowed by State law. | D | Standard survey |
| F684 | Provide appropriate treatment and care according to orders, resident's preferences and goals.                                                                      | D | Complaint       |

## § 5 Ownership

|                  |                                                     |
|------------------|-----------------------------------------------------|
| Ownership record | Owner on file: MO IA IL HOLDINGS LLC (organization) |
|------------------|-----------------------------------------------------|

## § 6 CMS Care Compare Star Ratings

|                       |                                    |
|-----------------------|------------------------------------|
| Overall               | 1 / 5 (state avg 3.1 · US avg 3)   |
| Health inspection     | 1 / 5 (state avg 2.9 · US avg 2.8) |
| Staffing              | 1 / 5 (state avg 3.6 · US avg 2.9) |
| Quality measures (QM) | 3 / 5 (state avg 3.4 · US avg 3.7) |

## § 7 Record Provenance

|                          |                                                                                                                                                   |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| CMS data as of           | Jun 2026                                                                                                                                          |
| Independent verification | <a href="https://www.medicare.gov/care-compare/details/nursing-home/165466">https://www.medicare.gov/care-compare/details/nursing-home/165466</a> |
| Snapshot SHA-256         | ba570a257679fdda7dc3eb2c4413be40c5d7ea219cf9f985d3b15220bbbdea08                                                                                  |
| Methodology & version    | v1.0 — <a href="https://www.caregiverhelpnow.com/methodology">https://www.caregiverhelpnow.com/methodology</a>                                    |

## § 8 For Your Attorney

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1. The full survey file (Form 2567) for each inspection cited above is available from the state survey agency or by FOIA request.
2. Quarterly staffing data: CMS Payroll-Based Journal (PBJ) public use files, CCN 165466.
3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash ba570a257679.
4. Deficiency F-tags cited above are searchable in CMS QCOR ([qcor.cms.gov](https://qcor.cms.gov)).

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This snapshot is a frozen record of CMS Care Compare data as of Jun 2026. Independently verifiable at the URL above. Generated by CareSentinel under Nodal Logics LLC. Compiled under CareSentinel methodology v1.0, documented at <https://www.caregiverhelpnow.com/methodology>; the Snapshot SHA-256 above pins this record to that methodology version.

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