

# Optalis Health & Rehabilitation at Kent-Crossing

Report ID: CCN 235103  
Generated: 2026-07-25T12:36:31.475Z

## § 1 Facility Identity

|                |                                                  |
|----------------|--------------------------------------------------|
| Facility       | Optalis Health & Rehabilitation at Kent-Crossing |
| CCN            | 235103                                           |
| Location       | 2320 E Beltline SE, Grand Rapids, MI, 49546      |
| Ownership type | For profit - Corporation                         |
| Certified beds | 182                                              |

## § 2 CMS Federal Record

|                                            |                                   |
|--------------------------------------------|-----------------------------------|
| Civil money penalties on file              | \$0                               |
| Deficiency citations — current cycle       | 27 ( 23% vs prior 24 months (22)) |
| Deficiency citations — prior 24 months     | 22                                |
| Immediate Jeopardy — current cycle         | 0                                 |
| Actual-harm (G+) citations — current cycle | 1                                 |
| Special Focus Facility status              | Not listed                        |
| Abuse icon                                 | No                                |

## § 3 Federal Penalties in Context

|                                   |                                                       |
|-----------------------------------|-------------------------------------------------------|
| This facility — penalties on file | \$0                                                   |
| MI state average                  | \$33,031 (this facility is 0.0× the MI average)       |
| National average                  | \$31,239 (this facility is 0.0× 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 27 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          |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------|
| F760  | Ensure that residents are free from significant medication errors.                                                                            | G          | Complaint       |
| F567  | Honor the resident's right to manage his or her financial affairs.                                                                            | E          | Complaint       |
| F600  | Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.            | E          | Complaint       |
| F609  | Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.                           | E          | 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.                | E          | Complaint       |
| F695  | Provide safe and appropriate respiratory care for a resident when needed.                                                                     | E          | Standard survey |
| F609  | Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.                           | E          | Complaint       |
| F684  | Provide appropriate treatment and care according to orders, resident's preferences and goals.                                                 | E          | Complaint       |
| F921  | Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.                         | E          | Complaint       |
| F580  | Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident. | D          | Complaint       |
| F677  | Provide care and assistance to perform activities of daily living for any resident who is unable.                                             | D          | Complaint       |
| F561  | Honor the resident's right to and the facility must promote and facilitate resident self-determination through support of resident choice.    | D          | Standard survey |
| F578  | Honor the resident's right to request, refuse, and/or discontinue treatment, to participate in or refuse to                                   | D          | Standard survey |

participate in experimental research, and to formulate an advance directive.

|      |                                                                                                                                                                           |   |                 |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|
| F582 | Give residents notice of Medicaid/Medicare coverage and potential liability for services not covered.                                                                     | D | Standard survey |
| F605 | Prevent the use of unnecessary psychotropic medications or use medications that may restrain a resident's ability to function.                                            | D | Standard survey |
| F637 | Assess the resident when there is a significant change in condition                                                                                                       | D | Standard survey |
| F644 | Coordinate assessments with the pre-admission screening and resident review program; and referring for services as needed.                                                | D | Standard survey |
| F883 | Develop and implement policies and procedures for flu and pneumonia vaccinations.                                                                                         | D | Standard survey |
| F550 | Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.                                                | D | Complaint       |
| F552 | Ensure that residents are fully informed and understand their health status, care and treatments.                                                                         | D | Complaint       |
| F580 | Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.                             | 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       |
| F600 | Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.                                        | D | Complaint       |
| F602 | Protect each resident from the wrongful use of the resident's belongings or money.                                                                                        | D | Complaint       |
| F607 | Develop and implement policies and procedures to prevent abuse, neglect, and theft.                                                                                       | D | Complaint       |
| 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 | Complaint       |

|      |                                                                                                                                                                                    |   |           |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------|
| F756 | Ensure a licensed pharmacist perform a monthly drug regimen review, including the medical chart, following irregularity reporting guidelines in developed policies and procedures. | D | Complaint |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------|

## § 5 Ownership & Chain Context

|                                       |                                                                                                          |
|---------------------------------------|----------------------------------------------------------------------------------------------------------|
| Ownership record                      | Chain: OPTALIS HEALTH & REHABILITATION (37 facilities);<br>Owner on file: OM HOLDCO 7 LLC (organization) |
| Ownership chain                       | OPTALIS HEALTH & REHABILITATION (37 facilities)                                                          |
| Penalties vs chain average            | \$0 vs \$56,589 (0.0× the chain average)                                                                 |
| Current deficiencies vs chain average | 27 vs 16.2 (1.7× the chain average)                                                                      |

## § 6 CMS Care Compare Star Ratings

|                       |                                    |
|-----------------------|------------------------------------|
| Overall               | 1 / 5 (state avg 3.2 · US avg 3)   |
| Health inspection     | 1 / 5 (state avg 2.8 · US avg 2.8) |
| Staffing              | 3 / 5 (state avg 3.5 · US avg 2.9) |
| Quality measures (QM) | 4 / 5 (state avg 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/235103">https://www.medicare.gov/care-compare/details/nursing-home/235103</a> |
| Snapshot SHA-256         | b9bb0d284f8d1e7b88cca35b74702e31cbdcede843b9fd4d8b323b880897c9fe                                                                                  |
| Methodology & version    | v1.0 — <a href="https://www.caregiverhelpnow.com/methodology">https://www.caregiverhelpnow.com/methodology</a>                                    |

## § 8 For Your Attorney

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 235103.
3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash b9bb0d284f8d.
4. Deficiency F-tags cited above are searchable in CMS QCOR ([qcor.cms.gov](https://qcor.cms.gov)).

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/m>

ethodology; the Snapshot SHA-256 above pins this record to that methodology version.

CareSentinel operates as an independent legal-advertising service, not a law firm, and does not recommend, endorse, or vouch for any attorney (ABA Model Rule 5.4). This document restates the public federal record only; it is not legal advice and forms no attorney-client relationship. Inspection findings are point-in-time CMS survey results, not a determination that any specific resident was harmed.