

HERITAGE CARE CENTER

Report ID: CCN 265534
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§ 1 Facility Identity

Facility	HERITAGE CARE CENTER
CCN	265534
Location	4401 NORTH HANLEY ROAD, SAINT LOUIS, MO, 63134
Ownership type	For profit - Limited Liability company
Certified beds	120

§ 2 CMS Federal Record

Civil money penalties on file	\$424,748
Deficiency citations — current cycle	25 (9% vs prior 24 months (23))
Deficiency citations — prior 24 months	23
Immediate Jeopardy — current cycle	1
Actual-harm (G+) citations — current cycle	0
Special Focus Facility status	SFF candidate
Abuse icon	Yes — CMS abuse icon currently listed

§ 3 Federal Penalties in Context

This facility — penalties on file	\$424,748
MO state average	\$33,481 (this facility is 12.7× the MO average)
National average	\$31,239 (this facility is 13.6× 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 25 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
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	J • Immediate Jeopardy	Complaint
F865	Have a plan that describes the process for conducting QAPI and QAA activities.	F	Standard survey
F880	Provide and implement an infection prevention and control program.	F	Standard survey
F881	Implement a program that monitors antibiotic use.	F	Standard survey
F882	Designate a qualified infection preventionist to be responsible for the infection prevent and control program in the nursing home.	F	Standard survey
F838	Conduct and document a facility-wide assessment to determine what resources are necessary to care for residents competently during both day-to-day operations (including nights and weekends) and emergencies.	F	Complaint
F555	Honor the resident's right to choose his or her attending physician.	E	Complaint
F576	Ensure residents have reasonable access to and privacy in their use of communication methods.	E	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.	E	Standard survey
F883	Develop and implement policies and procedures for flu and pneumonia vaccinations.	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	Complaint
F727	Have a registered nurse on duty 8 hours a day; and select a registered nurse to be the director of nurses	E	Complaint

on a full time basis.

F610	Respond appropriately to all alleged violations.	D	Complaint
F741	Ensure that the facility has sufficient staff members who possess the competencies and skills to meet the behavioral health needs of residents.	D	Complaint
F558	Reasonably accommodate the needs and preferences of each resident.	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
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	D	Standard survey
F697	Provide safe, appropriate pain management for a resident who requires such services.	D	Standard survey
F760	Ensure that residents are free from significant medication errors.	D	Standard survey
F761	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.	D	Standard survey
F568	Properly hold, secure, and manage each resident's personal money which is deposited with the nursing home.	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
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	D	Complaint

§ 5 Ownership & Chain Context

Ownership record	Chain: RELIANT CARE MANAGEMENT (32 facilities); Owner on file: ATKINS, MONICA (individual)
Ownership chain	RELIANT CARE MANAGEMENT (32 facilities)
Penalties vs chain average	\$424,748 vs \$120,819 (3.5× the chain average)
Current deficiencies vs chain average	25 vs 22.6 (1.1× the chain average)

§ 6 CMS Care Compare Star Ratings

Overall	1 / 5 (state avg 2.5 · US avg 3)
Health inspection	1 / 5 (state avg 2.8 · US avg 2.8)
Staffing	1 / 5 (state avg 2.1 · US avg 2.9)
Quality measures (QM)	4 / 5 (state avg 2.7 · US avg 3.7)

§ 7 Record Provenance

CMS data as of	Jun 2026
Independent verification	https://www.medicare.gov/care-compare/details/nursing-home/265534
Snapshot SHA-256	d0b8b942ab0dcbaa5168df8399061d573f0c3bd6d77728dd87056c8803b06f8f
Methodology & version	v1.0 — https://www.caregiverhelpnow.com/methodology

§ 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 265534.
3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash d0b8b942ab0d.
4. Deficiency F-tags cited above are searchable in CMS QCOR (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/methodology>; the Snapshot SHA-256 above pins this record to that methodology version.

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