

CONTINUING HEALTHCARE AT WILLOW HAVEN

Report ID: CCN 366244
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§ 1 Facility Identity

Facility	CONTINUING HEALTHCARE AT WILLOW HAVEN
CCN	366244
Location	1020 TAYLOR STREET, ZANESVILLE, OH, 43701
Ownership type	For profit - Corporation
Certified beds	81

§ 2 CMS Federal Record

Civil money penalties on file	\$0
Deficiency citations — current cycle	34 (467% vs prior 24 months (6))
Deficiency citations — prior 24 months	6
Immediate Jeopardy — current cycle	0
Actual-harm (G+) citations — current cycle	0
Special Focus Facility status	Not listed
Abuse icon	No

§ 3 Federal Penalties in Context

This facility — penalties on file	\$0
OH state average	\$23,139 (this facility is 0.0× the OH 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 34 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
F725	Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift.	F	Complaint
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.	F	Complaint
F812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	F	Complaint
F842	Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.	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
F570	Assure the security of all personal funds of residents deposited with the facility.	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
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
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	E	Complaint
F880	Provide and implement an infection prevention and control program.	E	Complaint
F908	Keep all essential equipment working safely.	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

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
F760	Ensure that residents are free from significant medication errors.	D	Complaint
F805	Ensure each resident receives and the facility provides food prepared in a form designed to meet individual needs.	D	Complaint
F880	Provide and implement an infection prevention and control program.	D	Complaint
F610	Respond appropriately to all alleged violations.	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
F578	Honor the resident's right to request, refuse, and/or discontinue treatment, to participate in or refuse to participate in experimental research, and to formulate an advance directive.	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
F636	Assess the resident completely in a timely manner when first admitted, and then periodically, at least every 12 months.	D	Standard survey
F637	Assess the resident when there is a significant change in condition	D	Standard survey
F641	Ensure each resident receives an accurate assessment.	D	Standard survey
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	D	Standard survey
F686	Provide appropriate pressure ulcer care and prevent new ulcers from developing.	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
F698	Provide safe, appropriate dialysis care/services for a resident who requires such services.	D	Standard survey
F740	Ensure each resident must receive and the facility must provide necessary behavioral health care and services.	D	Standard survey
F755	Provide pharmaceutical services to meet the needs of each resident and employ or obtain the services of a licensed pharmacist.	D	Standard survey
F757	Ensure each resident's drug regimen must be free from unnecessary drugs.	D	Standard survey
F770	Provide timely, quality laboratory services/tests to meet the needs of residents.	D	Standard survey
F881	Implement a program that monitors antibiotic use.	D	Standard survey
F676	Ensure residents do not lose the ability to perform activities of daily living unless there is a medical reason.	D	Complaint

§ 5 Ownership & Chain Context

Ownership record	Chain: CERTUS HEALTHCARE (11 facilities); Owner on file: CHM OH WEST OPCO HOLDCO LLC (organization)
Ownership chain	CERTUS HEALTHCARE (11 facilities)
Penalties vs chain average	\$0 vs \$37,783 (0.0× the chain average)
Current deficiencies vs chain average	34 vs 13.4 (2.5× 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	2 / 5 (state avg 2.4 · US avg 2.9)
Quality measures (QM)	3 / 5 (state avg 4.5 · US avg 3.7)

§ 7 Record Provenance

CMS data as of	Jun 2026
Independent verification	https://www.medicare.gov/care-compare/details/nursing-home/366244
Snapshot SHA-256	1bbb688191078d2979310cab2f999d6e2c8f78b61f56ce18fec7a28de10ff506
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 366244.
 3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash 1bbb68819107.
 4. Deficiency F-tags cited above are searchable in CMS QCOR (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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