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Hearts & Hands Post Acute Care & Rehab Center, located in Santa Cruz, California, has stood out of all the nursing homes nationwide concerning deficiencies. Though with various deficiencies from equipment shortage to unqualified staff, and low ratings in most online rating websites, Hearts & Hands is skill “rapidly expanding and looking to recruit the best and brightest to join our staff”, as it posted on their Facebook Page.

I based my research on the 2013-2015 Medicare's database of nursing home deficiencies, generated the highest, lowest and average number according to the Federal Provider Number. I found a particular Federal Provider Number generated a particularly high frequency, and found out it was 55017, say, Hearts & Hands Post Acute Care & Rehab Center, and the number of deficiencies listed is 230.

After checking other data and materials, however, I found Hearts & Hands is still expanding. How does it keep running more rapidly? Whether there was any serious problems related to the 230 deficiencies? How did they tackle with such issues? What about the salaries, maintenance fees and other expenses in the center?

In future reporting, I will try to reach both human sources and more data sources. I will try to talk to the nursing home director, nurses, patients/clients, relatives of patients/clients, Medicare policy counselors. Also I will look into the online ratings & comments, financial report of the for profit organization, personal information of the director, court issues it may get involved etc. I hope from those combined materials I may find out a cutting point, into the mess of Hearts & Hands Post Acute Care & Rehab Center.