<table>
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<th>ID</th>
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<tr>
<td>N</td>
<td>767</td>
<td>1200-8-6-06(9)(i) Basic Services</td>
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(9) Food and Dietetic Services.

(i) Food shall be protected from dust, flies, rodents, unnecessary handling, droplet infection, overhead leakage and other sources of contamination whether in storage or while being prepared and served and/or transported through hallways.

This Rule is not met as evidenced by:

Type C Pending Penalty #22

Tennessee Code Annotated § 68-11-804(c)(22):

- Food shall be protected from dust, flies, rodents, unnecessary handling, droplet infection, overhead leakage and other sources of contamination, whether in storage or while being prepared and served or transported through hallways.

Based on policy review, observation and interview, it was determined the facility failed to ensure food was prepared, stored or served under sanitary conditions on 2 of 3 (6/9/13 and 6/10/13) days of kitchen observations.

The findings included:

1. Review of the facility's "Sanitization" policy documented, "...Policy Interpretation and Implementation... All kitchens, kitchen areas and dining areas shall be kept clean, free from litter and rubbish... All utensils, counters, shelves and equipment shall be kept clean, maintained in good repair and shall be free from breaks, corrosions, open seams, cracks and chipped areas that may affect their use or proper

1) Upon receiving the survey deficiencies on 6-9-13, the Administrator met with the Dietary Manager and Chief Administrative Office for Dietary Services to review the deficiencies and regulatory requirements. The Administrator requested an action plan for terminal cleaning of the Dietary Department by 6-21-13.

On 6-19-13 the Administrator met with the Chief Administrative Officer for Dietary Services and Dietary Manager to review the deficient practices in the dietary department. The following actions were developed to ensure appropriate cleaning of the environment and equipment and proper storage of food in the dietary department.

- On 6-26-13 the Dietary Manager provided in-servicing to the dietary staff and Chief Administrative Officer for Dietary Services on procedures for daily cleaning at the end of the day, chemicals to use and techniques to use.
cleaning... Kitchen and dining room surfaces not in contact with food shall be cleaned on a regular schedule and frequently enough to prevent accumulation of grime... Food service staff will be trained to maintain cleanliness throughout their work areas during all tasks, and to clean after each task before proceeding to the next assignment...

2. Observations during the initial tour of the kitchen on 6/9/13 at 10:45 AM revealed the following:
   a. A build up of ice on the ceiling and floor and water dripping from the ceiling of the freezer.
   b. A 3 ounce container of vanilla ice cream was sitting on the floor underneath the shelf along with frozen food droppings and unswept trash on the floor underneath the storage shelves.
   c. A pork loin was thawing, with juice dripping on top of a box in the back of the refrigerator.
   d. Empty boxes were stacked on the floor approximately 4 feet high next to the kitchen garbage can.
   e. Bread crumbs, sliced tomatoes, and crumbs of food were on the floor in the dish wash room and stove area.
   f. Crumbs and food particles were on the floor in front of the stove and on the stove top.
   g. Broiler oven located on the shelf over the stove had a missing door which revealed a baking rack with brown carbon colored substance. The bottom of the broiler had a build up of grease, dust and bread crumbs.
   h. Crumbs, dried food and liquid red colored spillage in the drip pans of the stove.
   i. Stove top had a black build up around the stove eye.
   j. A green substance was leaking from the base and bottom of the mixer.
   k. Three dish racks were sitting on the floor in the

- On 6-21-13 the Dietary Manager established observation and monitoring criteria for the dietary department to include the cleaning and disinfection process for equipment and environment. The Dietary Manager will make visits weekly beginning 6-24-13 for 3 months, then monthly. After substantial compliance has been acquired, visits from the Dietary Manager will be done randomly on a quarterly basis.

- Policies reviewed and revised: Kitchen Sanitation (please see the attached)

- Beginning 6-26-13 Mandatory in-services will be conducted monthly by the Dietary Manager for all dietary staff concerning the deficient practices, changed policies, and monitoring tools established. These in-services will be conducted for 6 months. Specific topics and objective will be stated for each in-service conducted.
N 767 Continued From page 2

- Dishwasher room.
  i. The rubber splash guard was broken on the garbage disposal, leaving it open.
  m. Kitchen floor was wet and slippery with dropped food particles next to stove area.

Observations in the kitchen on 6/9/13 at 3:30 PM revealed the following:
- a. Three 9 inch frying pans on the shelf over the stove were covered with black carbon.
- b. A brown substance dripping on the floor beside the deep fryer.
- c. There was a grease residue and crumbs on the rim of the deep fryer.
- d. Crumbs and scraps of food were on the floor around the stove and on the stove top.
- f. Broiler oven located on the shelf over the stove had a missing door which revealed a baking rack with brown carbon colored substance. The bottom of the broiler had a build up of grease, dust and bread crumbs.
- g. Stove top had a black build up around the eyes.
- h. Water was leaking on the floor from the steamer door leaving a pool of water on the floor.
  i. Baking rack from the food warmer was on the floor next to the warmer.
  j. There was a dust and dirt behind and underneath the stove and the deep fryer.
  k. The rubber splash guard was broken on the garbage disposal leaving it open.
  l. The kitchen floor was wet, slippery and food particles on the floor next to the stove area.
  m. White liquid on the floor in dishwasher room underneath the garbage disposal.
  n. Water leaking on the floor and underneath the sink from the garbage disposal pipes.
  o. A build up of ice on ceiling and floor and water dripping from ceiling in the freezer.
  p. A 3 ounce container of vanilla ice cream,

2) On 6-20-13 the Dietary Manager established a cleaning schedule and a monitoring tool to ensure timely and adequate cleaning of each deficient practice stated in the 2567 — a build up of ice on the ceiling and floor, ice cream container on floor underneath the shelf along with food droppings and unswept trash on floor, pork loin thawing and dripping on top of box in the back of refrigerator, empty boxes stacked on the floor, bread crumbs, sliced tomatoes, and crumbs of food on the floor in the dish wash room and stove area, missing door on the shelf over the stove which reveals brown carbon colored substance, bottom of boiler had a build up of grease, dust and bread crumbs, crumbs, dried food and liquid red colored spillage in the drip pans of the stove, stove top had a black build up around the stove eye, green substance was leaking from the base and bottom of the mixer, three dish racks sitting on floor in the dishwasher room rubber splash guard was broken on the garbage disposal, leaving it open.
### Summary Statement of Deficiencies

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<tr>
<th>ID</th>
<th>Prefix</th>
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<th>Provider's Plan of Correction (Each corrective action should be cross-referenced to the appropriate deficiency)</th>
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- Frozen food particles and unswept trash were on the floor underneath the storage shelves.

3. Observations in the kitchen on 6/10/13 at 3:30 PM revealed the following:
   - A black substance build up was on all 4 wheels of the deep fryer.
   - A large baking pan on top of the warmer had carbon build up on the sides and on the bottom.
   - The kitchen floor was wet, slippery and food particles were next to the stove area.
   - Water was leaking from the pipes and around the bottom of the garbage disposal.
   - The rubber splash guard was broken on the garbage disposal, leaving it open.

During an interview in the kitchen on 6/10/13 at 3:30 PM, the Registered Dietician (RD) was asked about the food and trash on the floor. The RD stated, "...Is there a problem... We do our cleaning on Sunday and Sunday nights..."

4. During an interview on the L hall on 6/12/13 at 9:45 AM, the Administrator was asked if she expected the kitchen to be clean. The Administrator stated "...I expect the kitchen to be clean at open, and kitchen floor was wet and slippery with dropped food particles.

Deficient practices on 2nd day – three (3) 9 inch frying pans on shelf over stove covered with black carbon, brown substance dripping on the floor beside the deep fryer, grease residue and crumbs on the rim of the deep fryer, crumbs and scraps of food on the floor around the stove and on the stove top, broiler oven located on the shelf over the stove had a missing door which revealed a baking rack with brown carbon colored substance, stove top had a black build up around the eyes, water leaking on the floor from the steamer door leaving a pool of water on the floor, baking rack from the food warmer was on the floor, dust and dirt behind and underneath the stove and deep fryer, rubber splash guard was broken on the garbage disposal leaving it open, white liquid on the floor in dishwasher room underneath the garbage disposal, water leaking on the floor and underneath the sink from the garbage disposal pipes, build up of ice on ceiling and.
floor in dripping from ceiling in the freezer, ice cream container on floor underneath shelf, unswept trash on floor underneath the storage shelves. Deficient practice on 3rd day of observations – black substance build up on all 4 wheels of the deep fryer, large baking pan on top of the warmer had carbon build up on the sides and on the bottom, kitchen floor was wet, slippery and food particles next to the stove area, water leaking from the pipes and around the bottom of the garbage disposal, rubber splash guard broken on the garbage disposal leaving it open. (Attachment)

On 6-19-13 the Dietary Manager completed a maintenance request to repair the garbage disposal, water leak from the steamer, and check the water leak in the walk-in freezer. All issues will be repaired by 7-20-13.

A new fryer was ordered on 6-25-13. The stated missing broiler door is not missing. The broiler/salamander originally does not have a door.

3) To ensure the deficient practice does not reoccur, beginning 6-19-13 the Chief Administrative Officer for Dietary Services will begin checking Dietary Services weekly for three months then monthly until substantial compliance has been obtained with the cleaning policies. The Dietary Manager will establish a monitoring form for staff to complete after cleaning their area each day. The Dietary Manager will initial the monitoring form daily upon observance of the cleanliness of the department and compliance of the monitoring tool. Any issues identified will be evaluated, investigated and an action plan put into place immediately and reported to the Administrator.

4) The Dietary Manager will report monitoring outcomes at every meeting of the QAPI Committee. The next meeting of the QAPI Committee is July, 2013. The Administrator will report all monitoring outcomes at the next Governing Body Meeting.