### DEFICIENCY N 767 1200-8-6-.06(9)(i) Basic Services

- **Requirement:**
  - The facility will:
    1. Procure food from sources approved or considered satisfactory by Federal, State or local authorities; and
    2. Store, prepare, distribute and serve food under sanitary conditions.

- **Corrective Action:**
  1. (a) On 7/24/13 the Acting Director of Nursing conducted education and in-service with identified dietary staff member #1, #2, #3 and #4 regarding complete hair coverage while in the kitchen.
  2. On 7/22/13 the Dietary Manager discarded bag of pancakes, bag of pizza squares, bag of French toast sticks, bag of corn and bag of hamburger patties from the freezer that were stored opened.
  3. On 7/24/13 the Acting Director of Nursing conducted education and in-service with dietary and nursing staff regarding covering of food and beverages on the hall carts.

### DEFICIENCY N 767 1200-8-6-.06(9)(i) Basic Services

- **Requirement:**
  - 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.

- **Corrective Action:**
  1. (a) On 7/24/13 the Acting Director of Nursing conducted education and in-service with identified dietary staff member #1, #2, #3 and #4 regarding complete hair coverage while in the kitchen.
  2. On 7/22/13 the Dietary Manager discarded bag of pancakes, bag of pizza squares, bag of French toast sticks, bag of corn and bag of hamburger patties from the freezer that were stored opened.
  3. On 7/24/13 the Acting Director of Nursing conducted education and in-service with dietary and nursing staff regarding covering of food and beverages on the hall carts.
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at 10:20 AM revealed the following:
  a. Dietary staff member #2’s hair was sticking out in the back and on the sides of her hair net.
  b. Dietary staff member #1 her was hair hanging out on the right side of her hair net.

Observations in the dining room on 7/22/13 beginning at 11:20 AM revealed the following:
  a. Dietary staff member #3 was serving plates for residents with her hair sticking out in the back and on the sides of her hair net.
  b. Dietary staff member #1’s hair was hanging out on the side of her hair net.

Observations in the kitchen on 7/23/13 at 4:35 PM revealed the following:
  a. Dietary staff member #1’s hair was hanging the back and side of her hair net.
  b. Dietary staff member #4’s hair was not completely covered with a hair net while serving residents’ plates.

During an interview in the conference room on 7/24/13 at 8:10 AM, Dietary staff member #1 was asked what the facility’s policy was for covering staff’s hair while in the kitchen. Dietary staff member #1 confirmed all hair should be covered.

2. Observations in the kitchen walk in freezer on 7/22/13 at 10:30 AM, revealed a bag of pancakes, a bag of pizza squares, a bag of french toast sticks, a bag of corn and a bag of hamburger patties were all stored open in the freezer.

During an interview in the kitchen walk in freezer on 7/22/13 at 10:30 AM, Dietary staff member #1 was asked if it is acceptable for the bags to be stored open in the freezer. Dietary staff member #1 stated, “...well that just depends on you...”
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3. Observations of meal delivery on 7/22/13 revealed the following:
   a. At 11:30 AM - the 400 hall meal trays were removed from the cart and carried in the hall to residents rooms with food and beverages not covered.
   b. At 11:45 AM - the 200 hall meal trays were removed from the cart revealed and carried in the hall to residents rooms with food and beverages not covered.
   c. At 11:53 AM - the 300 hall meal trays were removed from the cart revealed and carried in the hall to residents rooms with food and beverages not covered.
   d. At 12:00 PM - the 100 hall meal trays were removed from the cart revealed and carried in the hall to residents rooms with food and beverages not covered.

   Observations of meal delivery on 7/23/13 revealed the following:
   a. At 5:20 PM - the 100 hall meal trays were removed from the cart revealed and carried in the hall to residents rooms with food and beverages not covered.
   b. At 5:25 PM - the 400 hall meal trays were removed from the cart revealed and carried in the hall to residents rooms with food and beverages not covered.
   c. At 5:30 PM - the 200 hall meal trays were removed from the cart revealed and carried in the hall to residents rooms with food and beverages not covered.
   d. At 5:50 PM - the 300 hall meal trays were removed from the cart revealed and carried in the hall to residents rooms with food and beverages not covered.

4. The Administrator, Dietary Manager and Nursing Management staff will conduct random and routine audits and will report findings to the QA Committee Quarterly.

   Completion Date: 7/25/13
<table>
<thead>
<tr>
<th>ID</th>
<th>PREFIX</th>
<th>TAG</th>
<th>SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)</th>
<th>ID</th>
<th>PREFIX</th>
<th>TAG</th>
<th>PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>N 767</td>
<td>Continued From page 3</td>
<td></td>
<td>During an interview in the conference room on 7/24/13 at 10:30 AM, dietary staff member #1 was asked what was the facility's policy for transporting food. Dietary staff member #1 stated, &quot;our policy is to put it [resident trays] in carts to transport it and cover it... we don't cover those [beverages and desserts] they stay in the cart until they are delivered into the room...&quot;</td>
<td>N 767</td>
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