**N 003**

1200-8-6 Special Circumstances

This Rule is not met as evidenced by:

1200-13-1-08 (1)(c,g)

Each Long Term Care Facility participating in the medical assistance program must develop and consistently implement policies and procedures regarding its admissions, including the development and maintenance of a single wait list of persons requesting admission to those facilities. This list must at a minimum contain the following information pertaining to each request for admission: (c) The address of the applicant and the contact person or designated representative (if any). (g) The time of the request for admission.

This Rule is not met as evidenced by:

Based on review of the facility wait list and interview, it was determined the facility failed to maintain a wait list that included the address of the applicant and the time of the request for admission.

The findings included:

Review of the facility wait list documented a total of 85 applicants. Eighty of the 85 applicants did not have documentation of the applicant's address. Sixty of the 85 applicants did not have documentation of the time of request for admission.

During an interview in the conference room on 10/25/13 at 8:15 AM, the Social Worker (SW) was asked about documentation of the addresses of applicants and time of request for admission. The SW stated, "I just took this job and I don't think they are doing it right..."
**Division of Health Care Facilities**

**STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION**

<table>
<thead>
<tr>
<th>(X1) PROVIDER/SUPPLIER/CLA IDENTIFICATION NUMBER:</th>
<th>(X2) MULTIPLE CONSTRUCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>TN7903</td>
<td>A. BUILDING: ___________________</td>
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<td>B. WINS: ___________________</td>
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**DATE SURVEY COMPLETED**

10/25/2013

**NAME OF PROVIDER OR SUPPLIER**

QUINCE NURSING AND REHABILITATION CEN

STREET ADDRESS, CITY, STATE, ZIP CODE

6733 QUINCE ROAD
MEMPHIS, TN 38119

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<table>
<thead>
<tr>
<th>ID</th>
<th>SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)</th>
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<th>(X3) COMPLETE DATE</th>
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| N003 | Continued From page 1                                                                                                                                                                                                 | N003 | 1200-13-1-.03(3) Each facility shall send written confirmation that an applicant’s name has been entered on the wait list, their position on the wait list, and a notification of their right of access to the wait list as provided in paragraph (8) of these rules. This confirmation shall include at a minimum the date and time of entry on the wait list and shall be mailed by first class postage to the applicant and their designated representative (if any) identified pursuant to the requirements in paragraph (1) above. This Rule is not met as evidenced by:
Based on review of the Linton on-site survey form and interview, it was determined the facility failed to maintain a wait list that documented written confirmation that an applicant’s name entered on the wait list was sent, their position on the wait list and a notification of their right of access to the wait list as provided in paragraph (8) of these rules. The findings included:
Review of Linton on-site survey form revealed the facility failed to maintain a wait list that documented written confirmation that an applicant’s name entered on the wait list was sent, their position on the wait list and a notification of their right of access to the wait list. During an interview in the conference room on 10/25/13 at 8:15 AM, the SWV was asked about documentation of the notification and confirmation by mail to the applicants on the wait list. The SWV stated, "...We are supposed to send

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Division of Health Care Facilities

STATE FORM

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If continuation sheet 2 of 6
**Division of Health Care Facilities**

**STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION**

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**NAME OF PROVIDER OR SUPPLIER: QUINCE NURSING AND REHABILITATION CENTER**

**STREET ADDRESS, CITY, STATE, ZIP CODE:**

6733 QUINCE ROAD
MEMPHIS, TN 38119

<table>
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<tr>
<th>(X4) ID TAG</th>
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<td>N 003</td>
<td>Continued From page 2 a letter... I just took this job and I don't think they are doing it right...&quot;</td>
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<tr>
<td>N 767</td>
<td>1200-8-6-.06(3)(i) Basic Services (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.</td>
<td>N 767</td>
<td>1. Outdated sour cream and soy milk was immediately discarded. This was done on 10-21-13. All outdated food in nourishment rooms was immediately discarded. All dirty microwaves and cabinets were immediately cleaned. This was done 10-24-13. 2. All residents have the potential to be affected. 3. On 11-15-13 Dietary Services Manager re-in-serviced dietary employees on kitchen sanitation. This included checking labels and dates on food and disposing outdated food. This also included nourishment room sanitation. 4. Dietary Service Manager and/or designee will conduct audits daily to ensure sanitation requirements are met. This will done five days a week for one month. Audits will be conducted weekly for two months thereafter. All findings will be reported to the QA&amp;A committee for review.</td>
<td>11-25-13</td>
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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 and/or transported through hallways.

Based on policy review, observation and interview, it was determined the facility failed to ensure food was stored under sanitary conditions as evidenced by dirty nourishment rooms, food stored past the expiration date and opened food was not labeled on 4 of 6 (10/21/13, 10/22/13, 10/23/13 and 10/24/13) days of the survey.

The findings included:

1. Review of the facility's "Date Marking" policy documented, "...All foods stored... will be properly
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| N 767 |       |     | Continued From page 3... labeled according to the following guidelines... Date marking for refrigerated storage food items... Once opened, all ready to eat, potentially hazardous food will be re-dated with a use by date according to current recommended storage times or by the manufacturers expiration date... Date marking for freezer storage items... Once a package is opened, it will be re-dated with the date the item was opened and shall be used by the recommended storage times or by the manufacturer's expiration date... Prepared food or opened food items should be discarded when... The food item is older than the expiration date... 2. Observations in the kitchen on 10/21/13 at 9:40 AM, revealed a carton of soy milk in the walk-in cooler store past the manufacturer's expiration date of 10/3/13 and a container of sour cream in the flat cooler stored past the manufacturer's expiration date of 10/7/13. During an interview in the kitchen on 10/21/13 at 9:50 AM, the Dietary Manager (DM) was asked about expired containers of food. The DM confirmed these items were expired and removed them. The DM stated, "...The milk man should have rotated them, but did not..." Observations of the west hall nourishment room on 10/21/13 at 9:40 AM, revealed the wall was stained with liquid streaks and the white cabinet under the sink had liquid run down streaks and had a strong coffee smell. There was an opened cola drink, a Styrofoam cup with a frozen drink, an open bottle of 15.2 ounce bottled apple juice and an opened ice cream cup that were not labeled or dated in the freezer compartment of the refrigerator. There was a dirty paper towel with food splatters in the microwave and the inside top of the microwave had dried food.
3. Observations of the east hall nourishment room on 10/22/13 at 8:00 AM, revealed liquid stains down the front of the sink vanity.

Observations of the central hall nourishment room on 10/22/13 at 9:16 AM, revealed liquid stains down the front of the sink vanity.

4. Observations of the west hall nourishment room on 10/23/13 at 9:16 AM, revealed liquid stains down the front of the sink vanity and the wall to the left of the sink.

Observations of the west hall nourishment room on 10/23/13 at 12:10 AM, revealed the microwave had dried food on top of the microwave and stains on the vanity cabinet under the sink.

5. Observations in the east hall nourishment room on 10/24/13 at 8:55 AM, revealed a note on the refrigerator dated 8/7/13 documented, "...Attention All Staff All items placed inside of this refrigerator must be properly labeled with a NAME and DATE." There were 3 1/2 sandwiches and 1 carton of Chinese food not labeled or dated in the refrigerator. In the freezer, there was an opened quart of ice cream not labeled or dated, the microwave had dried food splatters, there were liquid run down stains on front of the cabinet and a bag of trash laying on the floor beside the trash can.

Observations of the south hall nourishment room on 10/24/13 at 9:10 AM, revealed a dirty paper towel stained with food in the microwave.

Observations of the west hall nourishment room on 10/24/13 at 9:15 AM, revealed the refrigerator...
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<td>continued from page 5</td>
<td>freezer compartment had 2 opened containers of ice cream not labeled or dated, the refrigerator had 2 1/2 sandwiches and 2 slices of pizza between 2 Styrofoam plates that were not dated or labeled and the white cabinet under the sink had liquid run down stains. Observations of the central hall nourishment room on 10/24/13 at 9:10 AM, revealed dried food in the microwave. A half of a sandwich, a large Styrofoam cup, a box of partially eaten chicken with a biscuit and an opened container of jelly in the refrigerator and a solo cup of ice cream in the freezer; none of these items were labeled or dated. There were liquid run down stains on the white cabinet. During an interview in the 100 hall beside the east hall nurses' station on 10/24/13 at 9:35 AM, the Administrator was asked if the unlabeled, undated food and if the dirty cabinets and the microwaves was acceptable. The Administrator stated, &quot;...not acceptable...&quot;</td>
<td>N 767</td>
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Division of Health Care Facilities
STATE FORM

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FORM APPROVED

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