N 629. Basic Services

(3) Infection Control.

8. Water pitchers, glasses, thermometers, emesis basins, douche apparatus, enema apparatus, urinals, mouthwash cups, bedpans and similar items of equipment coming into intimate contact with residents shall be disinfected or sterilized after each use unless individual equipment for each is provided and then sterilized or disinfected between residents and as often as necessary to maintain them in a clean and sanitary condition. Single use, resident disposable items are acceptable but shall not be reused. This Rule is not met as evidenced by:

Type C Pending Penalty #31

Tennessee Code Annotated 68-11-804(c)31: All nursing homes shall disinfect contaminated articles and surfaces, such as mattresses, linens, thermometers and oxygen tents.

Based on policy review, observation, and interview, it was determined 2 of 2 (Nurse #2 and 5) nurses failed to disinfect the glucometer machine.

The findings included:

1. Review of the facility's "Glucometer Policy and Procedure" policy documented, "...Each glucometer should be wiped with an appropriate wipe to remove any visible signs of soiling then wiped with a second wipe for disinfection: allow to air dry then replace in storage bag..."

Corrective Statement: The glucometer have been cleaned with the appropriate wipe.

Compliance Practice: Staff has been re-instructed on the procedure for the cleaning of the glucometer. Each medication cart has been stocked with the appropriate materials (an approved bleach derivative) for cleaning of the glucometer. All new nurses will be oriented to the protocol upon hire.

Monitored By: QI Nurse and Unit Manager

Monitoring Practice: The Unit Managers will monitor the cleaning of the glucometers and provide inservices as needed. The QI Nurse will report the results of the observation in the QA/QI Committee meetings from the 2012 recertification plan of correction dates to the next recertification survey dates.
2. Observations in Resident #87's room on 12/18/12 at 5:45 PM, Nurse #2 removed a glucometer in a case from the medication cart. Nurse #2 entered Resident #87's room and performed a fingerstick to check Resident #87's blood sugar level. After the fingerstick Nurse #2 placed the glucometer inside the case and returned to the medication cart. Nurse #2 removed the glucometer from the case and cleaned it with an alcohol pad.

During an interview at the C wing nurses' station on 12/18/12 at 5:47 PM, Nurse #2 was asked what was used to clean the glucometer. Nurse #2 stated, "I used this alcohol pad. We did have another kind of wipe, but I guess either one is okay."

3. Observations in Resident #19's room on 12/18/12 at 5:30 PM, Nurse #5 removed a glucometer in a case from the medication cart. Nurse #5 entered Resident #19's room and placed the glucometer in the case on the overbed table. Nurse #5 cleaned the glucometer with an alcohol pad then placed the glucometer back in the case. Nurse #5 performed the fingerstick to check Resident #19's blood sugar level then placed the glucometer inside the case and back into the medication cart.

During an interview in the C wing hallway on 12/19/12 at 4:45 PM, Nurse #5 was asked what was used to clean the glucometer machine. Nurse #5 stated, "Other places I've worked have used a bleach wipe to clean the machine. Here they just use alcohol I guess."

4. During an interview in the Administrator's office in 12/19/12 at 5:50 PM, the Director of
N 629 Continued From page 2

Nursing (DON) was asked what was the appropriate wipe to clean a glucometer machine. The DON stated, "A sani wipe is what should be used. It is a disinfectant wipe... Alcohol is not the appropriate wipe."

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

(i) Food and Dietetic Services.

(ii) 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 and/or transported through hallways.

Based on policy review, review of cooler temperature logs, observation and interview, it was determined the facility failed to ensure food was stored, prepared and served under sanitary conditions as evidenced by dietary staff not wearing hair covers, dirty kitchen equipment, dirty dry food storage containers, and cooler #4's temperature was not maintained at 41 degrees or below during 3 of 3 (12/17/12, 12/18/12, and 12/19/12) days of kitchen observations.

Corrective Statement: The medical dietary services have been reviewed, revised as necessary, inserviced and re-inserviced to ensure proper sanitation and food handling compliance.

Compliance Practice: Inservices and implementation of the plan of correction has been concentrated on the following practices: proper wearing of hair covers, cleaning of kitchen equipment, sanitation of dry storage containers, proper cooler temperatures, proper steam table temperatures proper labelling of perishable and non-perishable foods.

Inservices and implementation:
- The medical dietary service staff dress code has been revised to state that the "hair restraint must cover the entire hair."
- Kitchen equipment will be clean and free of residue.
- Dry storage bins will be clean and free of debris on the inside and on the outside of the bins.
- Cooler temperatures will be maintained at the proper temperature.
- Perishable and non-perishable foods will be properly labelled.
The findings included:

1. Review of the facility's "...GENERAL DRESS CODE GUIDELINES..." policy documented, "...It is the responsibility of the specific department head to monitor and maintain the dress code as a part of the conduct expected of the employee... When hair coverings are required, the covering must cover the entire head and do not include caps or hats..."

Observations of food preparation revealed employees with their hair not covered as followed:

a. On 12/17/12 at 9:53 AM, the Dietary Manager (DM) was wearing a hat with all the hair not being covered. At 2:41 PM, dietary staff member #4 had hair hanging out of both sides of her hairnet.

b. On 12/18/12 at 10:01 AM, dietary staff member #5 was on the bakery line wearing a baseball hat with hair coming out around the edges. At 6:28 PM, dietary staff member #11 was standing at the food prep line for the dining room with long braids hanging down her back and around her arms.

c. On 12/19/12 at 7:53 AM, dietary staff member #3 was preparing food on the dining room prep area wearing a beard cover under the right side of his chin and not covering the beard and he was wearing a hat but did not have a hair net under the hat and his hair was coming out around the edges of the hat. At 8:32 AM, dietary staff member #2 was not wearing a facial hair cover while preparing food in the cool prep area. At 11:43 AM, dietary staff member #7 was wearing a hat and braids were noted coming out of the hat around the edges while preparing trays in the medical prep area.

During an interview in the kitchen on 12/19/12 at 8:40 AM, dietary staff member #1 was asked...
Continued From page 4

what hair coverings were expected to be worn in the kitchen. Dietary staff member #1 stated, "...Hair nets should be worn if the hair is long... The server's wear the hats... They [hair coverings] are required in all areas of the kitchen... [hair covering] should be on as soon as you walk through the door..."

2. Observations and interviews in the kitchen revealed dirty equipment and storage areas as followed:

a. On 12/17/12 at 10:04 AM, rolling storage bins of flour and sugar under a food prep table at back of the medical serving area had greasy, dirty residue on the bin covers. The sugar bin had white residue and small brown particles on top. Sugar and flour sacks were stored in the bins on top of loose sugar and flour. There were clumps of white material and a piece of cardboard in the back of the sugar bin. There were pieces of torn sacks in the flour bin. The flour bin had small dark brown spots, white residue, and greasy residue on top.

b. On 12/18/12 at 8:50 AM, the dish cleaning area had three carts of dishes sitting at the end of the dishwashing equipment. Dietary staff member #6 was asked if those dishes were clean. Dietary staff member #6 stated, "Yes, those are clean dishes... They are used out in the dining room..." There was brown, dirty water noted in the bowls and plates on the top of the stacks of one of the carts of clean dishes. Dietary staff member #6 was asked what was on those dishes. Dietary staff member #6 stated, "It looks like water from where they sprayed the floor off got on there..."

At 8:52 AM, rolling storage bins of flour and sugar under a food prep table at back of the medical serving area were noted to have greasy, dirty
<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>
</tr>
</thead>
<tbody>
<tr>
<td>N 767</td>
<td>Continued From page 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>residue on the bin covers. The sugar bin had white residue and small brown particles on top. The flour bin had small dark brown spots, white residue, and greasy residue on top. Sugar and flour sacks were stored in the bins on top of loose sugar and flour.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At 9:00 AM, the roaster / fryer in the area behind pastry prep area was caked with greasy brown residue around the inside at the top. The handle and the top of the roaster / fryer was dirty with crusted yellow-white residue. The DM was asked when the roaster / fryer is cleaned. The DM stated, &quot;...We clean it at least every week... It was probably cleaned Sunday...&quot;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At 10:02 AM, a blue baseball hat was laying on top of a stack of various kitchen equipment and boxes stacked at the end of the bakery prep line.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At 10:04 AM, rolling storage bins of flour and sugar under a food prep table at back of the medical prep area had greasy, dirty residue on the tops. The sugar bin had white residue and small brown particles on top. Sugar and flour sacks were stored in the bins on top of loose sugar and flour. There were clumps of white material in the back of the sugar bin. There were pieces of torn sacks noted in the flour bin. Flour bin noted to have small dark brown spots, white residue, and greasy residue on top. There were pieces of torn sacks noted in the flour bin.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At 10:15 AM, dirty plates were stacked on top of the clean plate tray at the end of the medical prep table.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| c. Observations and interviews in the kitchen on 12/19/12 revealed the following: At 8:15 AM, 6 large baking pans were stored on a
<table>
<thead>
<tr>
<th>N 767</th>
<th>Continued From page 6</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>bottom shelf next to a garbage can. Above the pans was a large pan with leftover corn and a dirty ladle. Above this pan was multiple cookie sheets and muffin pans.</td>
</tr>
<tr>
<td></td>
<td>During an interview in the 3 compartment sink room on 12/19/12 at 8:15 AM, the DM was asked if the pans were clean or dirty. The DM stated, &quot;What's on the bottom should be dirty. Only dirty goes on the bottom 2 shelves.&quot; The DM picked up one of the pans and stated, &quot;These are clean, shouldn't be down here.&quot;</td>
</tr>
<tr>
<td></td>
<td>At 8:25 AM, the slicer in the cool prep area had a white residue on the bottom and brown food particles on the base. The DM stated, &quot;...It [white residue] may be sanitation residue... It's just a brown piece of debris [brown food particle].&quot; The DM took the cover off of the blade and there was debris and brown residue noted around the inside edges of the blade. The DM stated, &quot;Looks like they didn't clean it properly.&quot;</td>
</tr>
<tr>
<td></td>
<td>At 8:31 AM, a toaster in the medical serving area had melted tape on the corner and collected crumbs in two crumb traps.</td>
</tr>
<tr>
<td></td>
<td>During an interview in the medical serving area on 12/10/12 at 8:31 AM, the DM stated, &quot;Looks like they have used it sometime... Several crumbs in there... I didn't even know we had a toaster...&quot;</td>
</tr>
<tr>
<td></td>
<td>At 3:30 PM, 3 dry food storage bins had opened bags inside on top of the loose product in the bottom of all the bins. All 3 lids were dirty with a large amount of dried, crusty particles around the edges and a greasy film on top. One lid had a dime-sized, dried, brown spot on top.</td>
</tr>
</tbody>
</table>
|       | During an interview in the kitchen on 12/19/12 at
N 767 Continued From page 7

3:35 PM, the DM was asked if the dry storage bins were clean. DM stated, "My practice has been to wipe down the bins... To take it out of the bag and put it the bin, and use it from there. But, this is the practice here, to use it out of the bags."

3. Review of the facility's "...FOOD SERVICE POLICIES AND PROCEDURES..." policy documented,"...Refrigerated Storage foods must be maintained at or below 41 degrees F..."

Review of cooler #4's temperatures (no AM or PM designated) were documented as followed:

a. 12/3/12 at 6:00 - 42 degrees.
b. 12/4/12 at 6:00 - 42 degrees.
c. 12/8/12 at 6:00 - 43 degrees.
d. 12/9/12 at 5:30 - 42 degrees.
e. 12/11/12 at 6:00 - 44 degrees.
f. 12/12/12 at 5:30 - 42 degrees.
g. 12/13/12 at 6:00 - 44 degrees.
h. 12/14/12 at 5:30 - 42 degrees.
i. 12/18/12 at 6:43 - 42 degrees.
j. 12/19/12 at 6:50 - 43 degrees.

Observations in the kitchen revealed cooler #4's temperatures as followed:

a. On 12/17/12 at 9:50 AM - 54 degrees F.
b. On 12/18/12 at 8:47 AM - 54 degrees F.
c. On 12/19/12 at 7:42 AM - 42 degrees F.

4. Review of the facility's "...FOOD SERVICE POLICIES AND PROCEDURES..." policy documented,"...Labelling, dating and monitor refrigerated food, including, but not limited to leftovers, so it is used by its use-by date, or frozen (where applicable) or discarded..."

Observations in then kitchen on 12/19/12 at 2:25 PM, revealed a package of chicken breasts wrapped in plastic stored in a cardboard box in
<table>
<thead>
<tr>
<th>ID</th>
<th>PREFIX</th>
<th>TAG</th>
<th>SUMMARY STATEMENT OF DEFICIENCIES</th>
<th>ID</th>
<th>PREFIX</th>
<th>TAG</th>
<th>PROVIDER'S PLAN OF CORRECTION</th>
<th>(X5) COMPLETE DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>N767</td>
<td>Continued From page 8</td>
<td></td>
<td>cooler #1 with no opened date.</td>
<td>N767</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>During an interview in cooler #1 at 2:25 PM, the Dietary Director (DD) was asked when was the date the chicken was used and re-packaged. The DD stated, &quot;There is no date... No date. I'll take care of that.&quot;</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N769</td>
<td>1200-8-6-06(9)(j) Basic Services</td>
<td></td>
<td>(9) Food and Dietetic Services.</td>
<td>N769</td>
<td></td>
<td></td>
<td>Corrective Statement: The medical dietary services have been reviewed, revised as necessary, reinserviced and re-inserviced to ensure proper sanitation and food handling compliance. Compliance Practice: Inservices and implementation of the plan of correction has been concentrated on the following practices: proper wearing of hair covers, cleaning of kitchen equipment, sanitation of dry storage containers, proper cooler temperatures, proper steam table temperatures proper labelling of perishable and non-perishable foods. Inservices and implementation:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(j) Prepared foods shall be kept hot (140°F or above) or cold (45°F or less).</td>
<td></td>
<td></td>
<td></td>
<td>- The medical dietary service staff dress code has been revised to state that the &quot;hair restraint must cover the entire hair.”</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This Rule is not met as evidenced by: Type C Pending Penalty #33</td>
<td></td>
<td></td>
<td></td>
<td>- Kitchen equipment will be clean and free of residue.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Tennessee Code annotated 68-11-804(c)26: Prepared foods shall be kept hot (140°F [Fahrenheit] or above) or cold (45°F or less).</td>
<td></td>
<td></td>
<td></td>
<td>- Dry storage bins will be clean and free of debris on the inside and on the outside of the bins.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Based on policy review, observation and interviews, it was determined the facility failed to ensure hot foods were kept at 140 degrees Fahrenheit (F) or above</td>
<td></td>
<td></td>
<td></td>
<td>- Cooler temperatures will be maintained at the proper temperature.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>The findings included:</td>
<td></td>
<td></td>
<td></td>
<td>- Perishable and non-perishable foods will be properly labelled.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Review of the facility’s &quot;...FOOD SERVICE POLICIES AND PROCEDURES...&quot; policy documented, &quot;...Hot foods should be at 140 [symbol for degree] Fahrenheit at a minimum...&quot;</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Observations at the medical area steam table on 12/19/12 at 11:50 AM, revealed the pureed fish was 122 degrees F.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>During an interview in the kitchen on 12/19/12 at 11:50 AM, Dietary staff member #10 stated.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Continued From page 9

"...That [pureed fish] should be about 150 degrees..."

N 776 1200-8-6-.06(9)(o) Basic Services
(9) Food and Dietetic Services.
(o) Refrigerators shall be kept at a temperature not to exceed 45°F.

This Rule is not met as evidenced by:
Type C Pending Penalty #27
Tennessee Code Annotated 68-11-804(c)27: Refrigerators shall be kept at an air temperature not to exceed forty-five degrees Fahrenheit whenever food is stored in the unit.
Based on policy review and observations, it was determined the facility failed to ensure the refrigerator/cooler temperatures did not exceed 45 degrees Fahrenheit (F).
The findings included:
Review of the facility's "...FOOD SERVICE POLICIES AND PROCEDURES..." policy documented, "...Refrigerated Storage foods must be maintained at or below 41 degrees F..."
Observations in the kitchen revealed cooler #4's temperatures were as followed:
a. On 12/17/12 at 9:50 AM - 64 degrees F.
b. On 12/18/12 at 8:47 AM - 54 degrees F.

Continued N769
Monitored By: Dietary Director
Monitoring Practice: The Dietary Director or a management designee will complete a health inspection audit of the medical dietary service areas on a scheduled basis of every week, graduating to a monthly audit. The Medical Dietary Supervisor will report the results of the audits in the QA/QI Committee meetings from the 2012 recertification plan of correction dates to the next recertification survey date.

N776
Corrective Statement: The medical dietary services have been reviewed, revised as necessary, inserviced and re-inserviced to ensure proper sanitation and food handling compliance.
Compliance Practice: Inservices and implementation of the plan of correction has been concentrated on the following practices:
proper wearing of hair covers, cleaning of kitchen equipment, sanitation of dry storage containers, proper cooler temperatures, proper steam table temperatures proper labelling of perishable and non-perishable foods.
Inservices and implementation:
- The medical dietary service staff dress code has been revised to state that the "hair restraint must cover the entire hair."
- Kitchen equipment will be clean and free of residue.
- Dry storage bins will be clean and free of debris on the inside and on the outside of the bins.
<table>
<thead>
<tr>
<th>ID</th>
<th>SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)</th>
<th>ID</th>
<th>PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)</th>
<th>(X5) COMPLETE DATE</th>
</tr>
</thead>
</table>
| N 769 | Continued From page 9
  "...That [pureed fish] should be about 150 degrees..." | N 789 | Continued N776
  - Cooler temperatures will be maintained at the proper temperature.
  - Perishable and non-perishable foods will be properly labelled.
  Monitored By: Dietary Director
  Monitoring Practice: The Dietary Director or a management designee will complete a health inspection audit of the medical dietary service areas on a scheduled basis of every week, graduating to a monthly audit. The Medical Dietary Supervisor will report the results of the audits in the QA/QI Committee meetings from the 2012 recertification plan of correction dates to the next recertification survey date. |
| N 776 | 1200-8-6-06(9)(c) Basic Services |
|      | (9) Food and Dietetic Services. |
|      | (o) Refrigerators shall be kept at a temperature not to exceed 45°F. |
|      | This Rule is not met as evidenced by: Type C Pending Penalty #27 |
|      | Tennessee Code Annotated 68-11-804(c)27: Refrigerators shall be kept at an air temperature not to exceed forty-five degrees Fahrenheit whenever food is stored in the unit. |
|      | Based on policy review and observations, it was determined the facility failed to ensure the refrigerator/cooler temperatures did not exceed 45 degrees Fahrenheit (F). |
|      | The findings included: Review of the facility's "...FOOD SERVICE POLICIES AND PROCEDURES..." policy documented, "...Refrigerated Storage foods must be maintained at or below 41 degrees F..." |
|      | Observations in the kitchen revealed cooler #4's temperatures were as followed:
  a. On 12/17/12 at 9:50 AM - 54 degrees F.
  b. On 12/18/12 at 8:47 AM - 54 degrees F. |