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(3) Infection Control.

(k) Space and facilities for housekeeping equipment and supply storage shall be provided in each service area. Storage for bulk supplies and equipment shall be located away from patient care areas. The building shall be kept in good repair, clean, sanitary and safe at all times.

This Rule is not met as evidenced by:
Type C Pending Penalty #19

Tennessee Code Annotated 68-11-804(c)19:
The nursing home shall be clean, sanitary and in good repair at all times.

Based on policy review and observation, it was determined the facility failed to provide a clean and sanitary environment for residents, staff, or the public as evidenced by dirty handrails, loose and missing wallpaper, dirty baseboards, dirty thresholds, missing handrail, dirty return vents on 2 of 4 (300 and 400 halls) halls and a dirty door handle, dirty floor tiles, green and brown substances on the commode and shower chair, leaking spray nozzle, soiled underpad and dirty towels on the floor, soiled wash cloths on a shower chair and dirty whirlpool in the 400 hall shower room.

The findings included:

1. Review of the facility’s "RESIDENT RIGHTS" policy documented "...The facility must provide a safe, clean, comfortable, home-like environment..."
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2. Observations of the 300 hall during the initial tour on 12/12/11 beginning at 9:40 AM revealed the following:
   a. Black and brown substances on handrails outside room 301.
   b. Wallpaper border missing between rooms 304 and 306.

2. Observations of the 400 hall during the initial tour on 12/12/11 beginning at 9:40 AM revealed the following:
   a. All baseboards on the 400 hall had a buildup of dirt.
   b. All the black attachments of the handrails to the wall had a large buildup of dirt.
   c. Missing railing or wood piece on the wall between Room 402 and the soiled linen room.
   d. Dirty thresholds between Room 413 and 415.
   e. Loose wallpaper next to shower room.
   f. Missing wallpaper by both of the stairwells.
   g. Dirt buildup on return vents across from 2 West nurses station and near the Atrium.

3. Observations of the 400 hall shower room during the initial tour on 12/12/11 beginning at 9:40 AM revealed the following:
   a. Rusty substance on the door handle entering and exiting the shower room on the 400 hall.
   b. Dirty floor tiles with missing parts of the tiles.
   c. Green and brown substance on the shower chair seat.
   d. Spray nozzle leaking water in the second shower on the left.
   e. Dirty towels and incontinence pad on the floor of the first shower on the left.
   f. Soiled wash cloths on shower chair.
   g. Black substance in the bottom of the whirlpool.

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3. The Administrator, Maintenance and Housekeeping Assistant Supervisor went to 300, 400, 200 and 100 Hall, 12/23/11, to inspect safe and functional parts of the building. Maintenance and Housekeeping will repair and clean as items to ensure building is comfortable for residents, staff and the public. Staff was in-serviced by nurse management, Administrator, on keeping building clean and in a safe, functional and comfortable manner, by 1/6/12.

4. The Administrator, Housekeeping Supervisor, Nurse Management and Maintenance will make random rounds to identify and correct any item needing cleaning and or repair. Findings will be reported to the facility's QAA committee, which includes, Medical Director, FNP, DON, ADON, Dietary Manager, Housekeeping, NHA, Social Services, Therapy, Activities, Business Office, Nurse Management, RN unit managers, Maintenance, and Medical Records. Additional findings from rounds will be logged with an expectant completion date due to new equipment and other resources needed.
(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 and/or transported through hallways.

Based on policy review, observation and interview, it was determined the facility failed to ensure proper kitchen sanitation practices were maintained as evidenced by out-of-date milk stored in a cooler and food opened and not dated in 1 of 4 (1 West medication room) medication rooms.

The findings included:

1. Review of the facility's "Storage of Refrigerated Foods" policy documented, "...Monitor daily for expiration dates or "use by" dates and discard all outdated items immediately."

Observations in the kitchen on 12/12/11 at 9:45 AM, revealed 25 cartons of skim milk in a cooler
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each with an expiration date of 12/9/11.

During an interview in the dining room on 12/14/11 at 8:50 AM, the Dietary Manager (DM) was asked how the dietary staff handled out-of-date milk. The DM stated, "...check it daily... separate it so no one uses it... there should never be out-of-date milk in the cooler..."

2. Observations in the 1 west medication room on 12/14/11 at 3:12 PM, revealed a carton of milk in the staff and resident refrigerator which was opened but not dated.

During an interview in the conference room on 12/14/11 at 3:20 PM, the Director of Nursing (DON) was asked what she expected concerning opened items in the medication room refrigerators. The DON stated, "...expect the items to be dated and timed and sealed..."

(9) Food and Dietetic Services.

(9) Prepared foods shall be kept hot (140°F or above) or cold (45°F or less).

This Rule is not met as evidenced by:
Type C Pending Penalty #33

Tennessee Code Annotated 68-11-804(c)(33):
Prepared foods shall be kept hot (one hundred forty degrees Fahrenheit (140 F.) or above) or cold (forty-five degrees Fahrenheit (45 F) or lower).

Based on policy review, observation and interview, it was determined the facility failed to ensure hot foods were maintained at 140 degrees
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fahrenheit (F).

The findings included:

Review of the facility’s “Food Temperatures” policy documented, "...Keep the temperature of hot foods no less than 140 degrees Fahrenheit throughout tray assembly..."

Observations in the dining room on 12/13/11 at 11:58 AM, revealed the hot food temperature of the sliced turkey on the steam table was 116 degrees F.

Observations in the kitchen on 12/13/11 at 12:05 PM, revealed the hot food temperature of the sliced turkey on the tray line was 115 degrees F.

During an interview in the kitchen on 12/13/11 at 12:08 PM, the Dietary Manager confirmed the temperature of the sliced turkey was below acceptable standards.

3. The Dietary Manager periodically audited food temperatures during meals to ensure appropriate food temperatures. Dietary staff in-serviced on food temperatures by 1/6/12.

4. The Administrator and Dietary Manager will conduct random rounds to audit food temperatures during meals. Results will be reported to the facility's QAA committee monthly.