

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 150169	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 07/02/2012
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NAME OF PROVIDER OR SUPPLIER COMMUNITY HOSPITAL NORTH	STREET ADDRESS, CITY, STATE, ZIP CODE 7150 CLEARVISTA DR INDIANAPOLIS, IN 46256
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S0000	<p>This visit was for a State hospital complaint investigation.</p> <p>Complaint #: IN00066514 Substantiated: State deficiencies are cited.</p> <p>Dates of Survey: 07/02/2012</p> <p>Facility Number: 011437</p> <p>Surveyor: Albert Daeger, Medical Surveyor</p> <p>QA: claughlin 07/31/12</p>	S0000		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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S0394	<p>410 IAC 15-1.4-1 GOVERNING BOARD 410 IAC 15-1.4-1(f)(3)</p> <p>(f) The governing board is responsible for services delivered in the hospital whether or not they are delivered under contracts. The governing board shall insure the following:</p> <p>(3) That the hospital maintains a list of all contracted services, including the scope and nature of the services provided.</p> <p>Based on document review and staff interview, the facility failed to ensure there was a signed contract or agreement between Community Hospital North and Meals-on-Wheels Inc.</p> <p>Findings included:</p> <p>1. The Meals on Wheels Program Agreement that was signed 4/1/1992 was provided during the complaint survey by staff member #1. The written agreement will automatically be renewed every 12-month period thereafter unless notice is given at least 90 days prior to the termination date. The written agreement was between</p>	S0394	<p>Corrective Actions for S 0394 deficiency1. VP Food Services and Legal department updated Marion County Meals on wheels Contract to include Community Hospital North, Community Hopsital East, and Community Hospital South. Contract has now been signed for Community Hospital and was sent on 10/2/12 to Meals on Wheels for signature.The new contract will be kept on-site with each director as well as with Meals on Wheels Marion.2. Date for complete correction of this deficiency: 90 day timeline: September 30, 2012.3. Responsible parties: VP Food Services and Legal department.</p>	09/30/2012	

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	<p>Community East Hospital and Meals-on-Wheels Inc. The agreement referenced Community East all through the written agreement. Section #3 in the agreement states, "Community Hospital East will provide meals as ordered." Section #5 of the agreement states, "Meal Requirements - Meals served by Community Hospital East will comply with approved meal patterns established by a hospital dietician. All appropriate Indiana State Board of Health rules and guidelines will be observed in the provision of these meals."</p> <p>2. At 10:15 AM on 7/2/2012, staff member #1 indicated Meals on Wheels Inc has a copy of the contract and the hospital could not locate it. The staff member confirmed the contract references Community East and does not reference Community North. The staff member indicated the contract provided was the only one that could be located.</p>			

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S0610	<p>410 IAC 15-1.5-2 INFECTION CONTROL 410 IAC 15-1.5-2(f)(3)(D)(x)</p> <p>(f) The hospital shall establish an infection control committee to monitor and guide the infection control program in the facility as follows: (3) The infection control committee responsibilities shall include, but not be limited to, the following: (D) Reviewing and recommending changes in procedures, policies, and programs which are pertinent to infection control. These include, but are not limited to, the following:</p> <p>(x) A program of food preparation and storage for all personnel involved in food handling which includes, but is not limited to, the following:</p> <p>(AA) Storage of employee food in patient refrigerators.</p> <p>(BB) Medications in nutrition refrigerators.</p> <p>(CC) Refrigerator and freezer temperature monitoring.</p> <p>Based on observation and documentation review, the facility failed to ensure the kitchen was complying with basic sanitation practices specified in 410 IAC 7-24, Retail Food Establishment Sanitation Requirements.</p>	S0610	<p>Notice of Noncompliance letter was received 8/1/12. Corrective Actions for S 0610: deficiencies Sanitation of Meals on Wheels food storage coolers (finding #3, #4) 1. Food Services Director and Supervisor and Meals on Wheels Director have defined in the new contract that Meals on Wheels Volunteers are responsible for keeping coolers sanitized. The hospital will supply</p>	09/30/2012

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	<p>Findings included:</p> <p>1. 410 IAC 7-24-295, Equipment food-contact surfaces, nonfood-contact surfaces, and utensils, states,"(a) Equipment food-contact surfaces and utensils shall be clean to sight and touch; (b) The food-contact surfaces of cooking equipment and pans shall be kept free of encrusted grease deposits and other soil accumulations; (c) Nonfood-contact surfaces of equipment shall be kept free of an accumulation of: (1) dust; (2) dirt; (3) food residue; and (4) other debris; and shall be cleaned at a frequency necessary to preclude accumulation of soil residue.</p> <p>2. 410 IAC 7-24-138, Effectiveness of hair restraint, states, "Food employees shall wear hair restraints, such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair, that are designed and worn to effectively keep their hair from</p>		<p>a sanitizer bucket and towels for cleaning the coolers. 2. CHN Food Services Director will conduct random audits of the coolers. The goal and expectation is 100% compliance. Director will notify Meals on Wheels Director of any non compliance.3. Date for complete correction of this deficiency: 90 day timeline: 9/30/124. Responsible party is Food Services Director.Effective Hair Restraints (finding #3, #4, #5)1. Food Services Director will continue to purchase and keep in stock hair coverings/nets, as well as hair restrains for employees whose facial hair exceeds 0.5" in length. Food Services Director will notify the Director of Meals on Wheels if a volunteer does not follow policy. The Hospital will continue to provide signage as a reminder. Food Service Director has instructed Kitchen staff also to let the volunteer know and to tell a supervisor/manager/director. 2. Date for complete correction of this deficiency: Food Temperature Safety (finding #7, #8)3. Responsible party is Food Services Director.1. Food Services Director, Production Manager and Supervisors will conduct Daily Huddles with staff to educate on pulling only what is needed. Educate and coach on danger zone and procedures if out of range2. Date for complete correction of this deficiency: 90</p>		

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	<p>contacting: (1) exposed food; (2) clean equipment, utensils, and linens; and (3) unwrapped single-service and single-use articles.</p> <p>3. At 10:30 AM on 7/2/2012, the production kitchen was toured. Located at the rear entrance of the production kitchen was a table that had 2 food storage coolers that are designated for meals to be transported by Meal-on-Wheels.. Both coolers were observed with encrusted food deposits on the inner walls and bottoms. One of the two coolers was observed with a sticky substance on the inside bottom of the cooler.</p> <p>4. At 10:50 AM on 7/2/2012, staff member #5, a volunteer for Meals-on-wheels, entered the kitchen without putting on a hair restraint. The staff member was advised to put one on and the staff member did not know where to get a hair restraint. The staff member then filled his cooler that he/she</p>		<p>day timeline: 9/30/123. Responsible party is Food Services Director.Handwashing between glove changes and hand sanitizers (finding #10, #12)1. Food Services Director, Production Manager and Supervisors will complete and document >30 handwashing observations.2. Food Services Director, Production Manager and Supervisors will add to kitchen huddles that gloves being changed always warrants washing of hands. Alcare Plus will be removed and no longer stocked, with staff education as to why. Will conduct weekly sanitation audit to ensure that this is 100% implemented. Any deficiencies or non compliance will include employee follow up.3. Will install glove holders near hand sinks for convenience and reminder to wash when changing gloves.4. Date for complete correction of this deficiency: 90 day timeline: 9/30/125. Responsible party is Food Services Director.Storage of single service and single use articles (glove boxes)1. Will install glove holders near handwashing facilities and near a clean and dry environment2. Date for complete correction of this deficiency: 90 day timeline: 9/30/123. Responsible party is Food Services Director.</p>		

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	<p>brought from home with meals prepared for Hamilton County. The cooler the staff member brought from home was observed with loose food particles on the inside.</p> <p>5. At 10:52 AM on 7/2/2012, staff member #4 with beard was observed preparing food in the kitchen without a beard restraint.</p> <p>6. 410 IAC 7-24-187, potentially hazardous food; hot and cold holding, states, " Potentially hazardous food shall be maintained as follows: (1) At one hundred thirty-five (135) degrees Fahrenheit or above, except that roasts cooked to a temperature and for a time specified under section 182(b) of this rule or reheated as specified in section 188(e) of this rule may be held at a temperature of one hundred thirty (130) degrees Fahrenheit. (2) At a temperature specified forty-one (41) degrees Fahrenheit or less. "</p>			

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	<p>7. At 10:55 AM on 7/2/2012, the upright warming hot box #10249 adjacent to the table where the meal-on-wheel coolers were located was inspected. The top half of the warming unit was observed storing individual packaged hot meals for the meal-on-wheel clients. Three random packages were checked for hot holding temperatures. The roasted shaved turkey registered 125, 114, and 114 degrees Fahrenheit respectively.</p> <p>8. At 11:05 AM on 7/2/2012, individual milk cartons were observed on a storage rack adjacent to the prep table where the meals are prepared for meals-on-wheel clients. The milk was checked for temperature and two cartons registered 44 degrees Fahrenheit.</p> <p>9. 410 IAC 7-24-129, When to wash hands, states, " Food employees shall clean their hands and exposed portions of their arms as specified under section 128 of this rule immediately before</p>			

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	<p>engaging in food preparation, including working with exposed food, clean equipment and utensils, and unwrapped single-service and single-use articles and the following: Before touching food or food-contact surfaces; Before placing gloves on hands and After engaging in other activities that contaminate the hands. "</p> <p>10. At 11:15 AM on 7/2/2012, staff member #4 was observed prepping food. The staff member removed his/her gloves and used a foam sanitizer (Alcare Plus by Steris) which was mounted next to his/her gloves. The staff member followed up by putting on another single-use pair of gloves. The staff member did not wash hands between changing of gloves. Three other staff members preparing patient trays in the production kitchen were observed changing their gloves multiple times without washing their hands between the changing of the gloves.</p>			
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	<p>11. 410 IAC 7-24-131, hand sanitizers, indicates a Generally recognized as safe (GRAS) approved sanitizer have active antimicrobial ingredients that are listed in the FDA monograph for OTC Health-Care Antiseptic Drug Products as an antiseptic hand wash. However, a GRAS approved sanitizer can be applied only to hands that are cleaned as specified under section 128 of 410 IAC 7-24. Section 128 states, "Food employees shall clean their hands and exposed portions of their arms with a cleaning compound at a hand washing sink by vigorously rubbing together the surfaces of their lathered hands and arms for at least twenty (20) seconds in water having a temperature of at least one hundred (100) degrees Fahrenheit and thoroughly rinsing with clean water."</p> <p>12. At 11:20 AM on 7/2/2012, staff member #1 indicated the foam sanitizer was approved by the Infection Control Department</p>			

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	<p>because it was a GRAS approved sanitizer. The staff member indicated the staff are not to use the foam sanitizer alone, but are to use it after hands are properly washed. The staff member confirmed that staff member #4 should have washed his/her hands first before applying the foam hand sanitizer.</p> <p>13. 410 IAC 7-24-243, Single-service and single-use articles, stated, " single-service and single-use articles shall be stored as follows: (1) In a clean, dry location; (2) Where they are not exposed to splash, dust, or other contamination. "</p> <p>14. Boxes of single-use gloves were observed stored throughout the production kitchen. One box of gloves was stored in a prep table drawer that was coated with soil and other loose food debris. A box of single-use gloves was observed stored next to a grill that was grilling hamburgers. Four boxes of single-use gloves were observed</p>			

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	stored on three other prep tables in the kitchen. In all locations where the boxes of gloves were observed stored, they were exposed to splash from food being prepared at the work stations. Two of the boxes were observed with excess food debris on them from the grill and this was also observed on the gloves, sticking out of the box they were stored in, on the carving work station behind the cafeteria serving line.			