

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155150	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED  10/16/2015
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NAME OF PROVIDER OR SUPPLIER  MILLER'S MERRY MANOR	STREET ADDRESS, CITY, STATE, ZIP CODE 640 W ELLSWORTH ST COLUMBIA CITY, IN 46725
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F 0000  Bldg. 00	<p>This visit was for a Recertification and State Licensure Survey.</p> <p>This visit included the Investigation of Complaint IN00182688.</p> <p>Complaint IN00182688 - Substantiated. Federal/State deficiency related to the allegations is cited at F465.</p> <p>Survey dates: October 13,14,15 and 16, 2015</p> <p>Facility number: 000071 Provider number: 155150 AIM number: 100273140</p> <p>Census bed type: SNF: 8 SNF/NF: 41 Total: 49</p> <p>Census payor type: Medicare: 2 Medicaid: 34 Other: 13 Total: 49</p> <p>This deficiency reflects state findings cited in accordance with 410 IAC 16.2-3.1.</p>	F 0000	We would respectfully ask for paper compliance for our Recertification and State Licensure with Compliant Survey conducted October 13 - 16, 2015, based upon the facility's submitted Plan of Correction and supporting documentation. Thank you.	

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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F 0465 SS=E Bldg. 00	<p>483.70(h) SAFE/FUNCTIONAL/SANITARY/COMFOR TABLE ENVIRON</p> <p>The facility must provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public.</p> <p>Based on observation, interview, and record review, the facility failed to ensure the dining room floor was cleaned after the evening meal and before the next breakfast meal for 2 of 2 dining room observations in 1 of 2 dining rooms. (Upper level dining room)</p> <p>Findings include:</p> <p>On initial tour of the facility on 10/13/15 at 5:45 a.m., the upper level dining room was observed. There were 9 tables in the dining room, and all 9 tables had crumbs scattered beneath and around them. Some crumbs were corners of bread, at least 1 inch across. A sticky substance was observed on the floor. One table was observed to have a piece of brown paper towel, 12 inches in length and standard paper towel dispenser width, on the floor beneath the table.</p>	F 0465	<p>Miller's Merry Manor of Columbia City is respectfully requesting a written IDR for F-Tag 465. Specifically, we are respectfully requesting that the tag be deleted. The facility presents the following information for review in support of our request regarding F465:</p> <p>1.Prior to the survey, the dining rooms were being swept and mopped after the evening meal by dietary staff, even though this was not on the PM Cook Cleaning Schedule. It was also being double checked by the AM Cook to make sure that it had been completed. If needed, the AM Cook would then sweep and/or mop the floor(s) prior to breakfast being served.</p> <p>2.The facility's Certified Dietary Manager (CDM), who was working as the AM Cook on the morning of 10/13/15, the first day of the survey, was unavailable to check the dining room floor prior to the preparation and serving of</p>	10/19/2015

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	<p>On 10/13/15 at 7:33 a.m., staff were observed passing water to residents in the upper level dining room. The floor in this dining room remained the same as observed on 10/13/15 at 5:45 a.m., and had not been cleaned. The upper level dining breakfast time, was posted as 7:30 a.m.</p> <p>On 10-15-2015 at 9:13 a.m., a confidential interview with a resident indicated after the evening meals, the dining room floors were not cleaned until the next day. The resident also indicated the housekeeping staff left the facility for the day at 2:30 p.m. and there was no evening coverage.</p> <p>On 10/15/15 at 10:10 a.m., a current copy of the "Housekeeping Staffing Schedule for October 2015" was received from the Laundry/Housekeeping Supervisor. The schedule indicated for the date of 10/12/15, the only housekeeping staff which worked on that day was from 7 a.m. - 2:30 p.m.</p> <p>On 10/15/15 at 3:52 p.m., a copy of the current "Housekeeping Policy and Procedures" were received from the Administrator and the Laundry/Housekeeping Supervisor. The policy included, but was not limited to,</p>		<p>breakfast, as she was touring with a member of the survey team. Had she been able to do so, this would have been addressed immediately prior to serving breakfast on 10/13/15.</p> <p>3.The CDM did check the dining room floors prior to breakfast being served during the survey on 10/14/15, 10/15/15, and 10/16/15, and found them to be clean.</p> <p>4.No sanitation concerns have been voiced by residents during Resident Council Meetings regarding the condition of the dining room floors at any time. Also, no sanitation concerns have been voiced by family members or responsible parties of any residents regarding the condition of the dining room floors at any time.</p> <p>5.It was stated that "on 10-15-2015 at 9:13 a.m., a confidential interview with a resident indicated after the evening meals, the dining room floors were not cleaned until the next day. The resident also indicated the housekeeping staff left the facility for the day at 2:30 p.m. and there was no evening coverage." We believe that this is not relevant, as housekeeping is not responsible for the dining room floors in the evening, but are responsible for them after breakfast and lunch. Further, the resident may have been basing their presumption that the dining room floors were not cleaned in the evening because</p>	

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	<p>the following: "...Policy: It is the policy of (name of facility) ...to maintain a clean environment...Dining Rooms: Daily and monthly Procedures: Floors will be swept after every meal. Floors will be mopped with floor cleaner after meals...."</p> <p>On 10/16/15 at 9:15 a.m., the Laundry/Housekeeping Supervisor was interviewed. She indicated it was the responsibility of the Dietary Staff to clean the floors after the evening meal. She provided a copy of the "Daily Afternoon Dining rooms" cleaning log. The log indicated "Mop and clean these areas", and lacked documentation of the dining room floors being swept and mopped. The Laundry/Housekeeping Supervisor indicated there were "things they clean that aren't documented here." She indicated the Administrator was developing a new log as this current one "was old and things have changed."</p> <p>On 10/16/15 at 9:30 a.m. the "Dietary Cleaning Schedule for the week of Oct. (October) 12-18" was received from the CDM (Certified Dietary Manager). The Dietary Cleaning Schedule was for the PM COOK. The Dietary Documentation on the Equipment or Area portion of the schedule did not include the task of sweeping and mopping the dining room. The CDM was interviewed, and indicated</p>		<p>housekeeping staff had already left the facility, and no other department was performing that function. As stated earlier, dietary staff had been sweeping and mopping the dining room floors after the evening meal prior to the survey.</p> <p>6. The facility understands and respects the right of confidentiality when interviewing residents; however it was stated that only one (1) resident was interviewed and no mention was made as to the resident's cognitive status (i.e. BIMS score). No other residents were interviewed and made the same or similar statements.</p> <p>The facility submits this information as credible allegations of compliance. <b>F465, 483.70(h), 410 IAC 16.2-3.1.</b> The facility's Certified Dietary Manager (CDM) educated the cooks on the revised Cleaning Schedule for PM Cook (Please See Attachment D-1) and the revised Cleaning Schedule for AM Cook (Please See Attachment D-2). This took place on 10/16/15, and each staff member signed acknowledging that the revisions had been reviewed with them (Please See Attachment D-3-A, and Attachment D-3-B). Although these changes had been made and were being completed prior to the survey, the Cleaning Schedule for PM Cook has been revised to clearly indicate that the</p>	

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	<p>when night shift forgets to clean the dining room floors, she will clean them in the morning when she gets to the facility. She indicated she was updating the PM Cook Dietary Cleaning Schedule as it did not include the task of the dining room floor being swept and mopped.</p> <p>This Federal tag is related to complaint IN00182688.</p> <p>3.1-19-(f)</p>		<p>dining room floors on both levels of the facility are to be swept and mopped after the evening meal by the PM Cook. As an added measure, the revision made to the Cleaning Schedule for AM Cook (Please See Attachment D-3) indicates that prior to beginning the breakfast preparation, the cook will check each dining room to ensure that it has been swept and mopped. If needed, the dining rooms will then be swept and/or mopped prior to breakfast being served. Further, the CDM did check the dining room floors prior to breakfast being served during the survey on 10/14/15, 10/15/15, and 10/16/15, and found them to be clean. The dining rooms will continue to be swept and mopped after breakfast and after lunch by the facility's housekeeping staff. It will be the responsibility of the CDM or designee to personally inspect the dining rooms prior to breakfast being served at least five (5) times per week for one (1) month, and then at least two (2) times per week thereafter on an ongoing basis to ensure that they are being swept and mopped appropriately. This will be logged on the Q/A tool "Dining Room Floor Cleaning Inspection Form" (Please See Attachment D-4). Any concerns identified will be documented on the Quality Improvement Summary Log (Please see Attachment D-11) and corrected upon discovery.</p>	

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			Any findings will be reviewed monthly in the facility's Quality Assurance and Improvement Committee Meeting on an ongoing basis to ensure compliance. The new cleaning schedules for the PM Cook and AM Cook were implemented on 10/19/2015, as was the Dining Room Floor Cleaning Inspection Form. Completed Cleaning Schedules for AM Cook and PM Cook have been attached for 10/19/15 – 10/25/15 and 10/26/15 through 10/28/15 (Please See Attachments D-5 and D-6 for AM Cook, and Attachments D-7 and D-8 for PM Cook). Also, completed Dining Room Floor Cleaning Inspections Forms have been attached for 10/19/15 – 10/25/15 and 10/26/15 – 10/28/15 (Please see Attachments D-9 and D-10). The facility submits this information as credible allegations of compliance as of 10/19/15. We would also respectfully ask for paper compliance based upon the submitted written plan of correction and supporting documents.	