

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155061	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  05/16/2012
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NAME OF PROVIDER OR SUPPLIER  WOODLAND HILLS CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 403 BIELBY RD LAWRENCEBURG, IN 47025
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F0000	<p>This visit was for the Investigation of Complaint IN00108396.</p> <p>Complaint IN00108396 - Substantiated. Federal/state deficiencies related to the allegations are cited at F469 and F371.</p> <p>Survey dates: May 15 and 16, 2012</p> <p>Facility number: 000022 Provider number: 155061 AIM number: 100274510</p> <p>Survey team: Jill Ross, RN</p> <p>Census bed type: SNF: 1 SNF/NF: 49 Total: 50</p> <p>Census payor type: Medicare: 1 Medicaid: 46 Other: 3 Total: 50</p> <p>Sample: N/A</p> <p>These deficiencies also reflect state findings cited in accordance with 410 IAC 16.2.</p>	F0000	<p>Submission of this plan of correction does not constitute admission or agreement by the provider of the truth of facts alleged or correction set forth on the statement of deficiencies. This plan of correction is prepared and submitted because of requirement under state and federal law.</p> <p>Please accept this plan of correction as our credible allegation of compliance.</p> <p>Please find enclosed the plan of correction for the survey ending May 16, 2012.</p>	

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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	Quality review 5/21/12 by Suzanne Williams, RN			

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F0371 SS=F	<p>483.35(i) FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY The facility must - (1) Procure food from sources approved or considered satisfactory by Federal, State or local authorities; and (2) Store, prepare, distribute and serve food under sanitary conditions</p> <p>Based on observation, interview and record review, the facility failed to store, prepare, distribute and serve food under sanitary conditions in that there were roaches and other bugs found in the dishwashing area of the kitchen. Bugs were found during 2 of 2 observations in the kitchen. This had the potential to affect 50 out of 50 residents in this facility.</p> <p>Findings include:</p> <p>During observation of the kitchen on 5/15/12 at 11:00 p.m., with the Administrator, bugs were found crawling on the floor, walls and counters in the dishwashing area. They were too numerous to count. This room was dark but the rest of the kitchen had the emergency lights on. A flashlight was used in the dishwashing area to see the bugs. No bugs were found in the food storage area or the food prep area at this time.</p>	F0371	<p>1. No residents were affected by the deficiency. All equipment, with the exception of the refrigerators, freezers, stove and confection oven, was removed from the kitchen and cleaned. The equipment was cleaned by power sprayer. The kitchen was thoroughly cleaned and any food item with the potential to have been affected was discarded. The pest removal company has been in to spray. The pest company have baited and are replacing traps. The company will return to check traps and will provide a report following their visit. 2. All residents have the potential to be affected. In effort to ensure contamination of food items and or utensils/supplies does not occur while facility works toward elimination of infestation the following measures will be followed. All potatoes, onions, flour, sugar, and such items will be stored in sealed totes. Zip lock storage bags will be used to store smaller items to ensure they remain free of contamination. Trays will not be set up in advance. Trays will be washed and bagged until such a time as</p>	06/14/2012			

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	<p>During observation of the kitchen on 5/16/12 at 9:27 a.m., with Cook #1, there was one bug found crawling down the wall to a hole in the floor in the back left corner of the dry food storage area. No other bugs were found at this time.</p> <p>During interview with the Administrator on 5/15/12 at 11:00 p.m., he indicated the pest control company had been there on 5/10/12 to do their monthly visit, but there had been no mention of bugs being found.</p> <p>During interview with the Dietary Manager on 5/16/12 at 7:00 a.m., she indicated nothing was being used from the kitchen. "We went to the grocery store and purchased food for breakfast. We will set up in the activity room for those that can come there and the rest will be served upstairs in their rooms." The Dietary Manager indicated at this time that she has "seen bugs." The pest control company had notified her that they had found bugs during their inspections.</p> <p>During interview on 5/16/12 at 8:52 a.m., with Cook #1, she indicated she has "seen bugs a few times in the wash room but never in the food storage or food prep areas."</p> <p>During interview on 5/16/12 at 9:14 a.m.,</p>		<p>they are used. See corrective action plan below. 3. The dietary staff have been re-educated on sanitation and the importance of immediately reporting any sightings or infestation of insects/pests. A minimum of monthly visits by the pest control company will be conducted. These visits will occur more frequently as needed. The administrator or designee will conduct rounds in the kitchen and throughout the facility 2x/daily, 5 days per week for 4 weeks, then daily x 5 days per week for 4 weeks and then 2x monthly thereafter. 4. The findings of these audits will be reviewed in the facility's quarterly QA meetings and the plan adjusted accordingly.</p>		

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	<p>with Cook #2, she indicated there are bugs in all areas of dietary. They have seen a lot in the last month. "Bugs have been here about 1 year. I've never found bugs in any of the food. The bugs hide by the coffee pot, area where the plates are kept...behind the steam table and in the dishwashing room. It has been so bad lately. I worry about what my shoes are carrying."</p> <p>During interview on 5/16/12 at 9:45 a.m., with LPN #1, she indicated she had seen bugs. "Bugs were seen under the coffee pot 'terribly.' They were in the dish room on the floor last week."</p> <p>During interview on 5/16/12 at 9:50 a.m., with LPN #2, she indicated she had seen bugs in the basement, as you walk into the kitchen, by the coffee pot and in the hallway. "This is ongoing."</p> <p>During interview on 5/16/12 at 10:25 a.m., with CNA #1, she indicated on Sunday evening she was taking dishes to dietary and when she turned on the lights in the dishwashing area bugs were "everywhere". She indicated she reported this to her charge nurse and the DON [Director of Nursing].</p> <p>During interview on 5/16/12 at 10:30 a.m., with CNA #2, she indicated on</p>			

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	<p>Sunday evening she took dishes to dietary. "Bugs were on the floor, the counters, and the walls in the dishwashing area. They were everywhere."</p> <p>During interview on 5/16/12 at 11:00 a.m., with the pest control company, he indicated when they came in for the first inspection "bugs were bad in the toaster and in the coffee maker." He indicated it took two months to clear. "When we did the 'clean out' process, there were at least 100 roaches." He indicated he did see bugs today in the dishwashing room only. He indicated it would "take at least 2-3 months to clear the bugs once treatment is complete today. That is no guarantee. It's very hard to get completely rid of them."</p> <p>During interview with the pest control company again on 5/16/12 at 12:03 p.m., he indicated they were doing a very thorough treatment today. "The bugs will get worse for 3-5 days and then die off." He indicated he would set bait that they will walk in and take back to their "homes" and it will kill them all off.</p> <p>Review of statements from the pest control company visits, received from the Administrator on 5/16/12 at 11:02 a.m., indicated the following: 8/2/11 - German Roaches in public areas - thorough treatment was done</p>				

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	<p>9/6/11 - routine visit done - treatment was done</p> <p>9/26/11 - Bed bugs - public areas, chair Inspection only.</p> <p>10/17/11 - Drain flies - treatment done</p> <p>10/27/11 - Drain flies - inspection only</p> <p>11/1/11 - Roaches and drain flies - treatment done</p> <p>11/17/11 - treatment done for German roaches, drain flies and fruit flies</p> <p>12/6/11 - treatment done throughout</p> <p>1/10/12 - inspection only</p> <p>1/24/12 - treated for roaches in the kitchen - stove/oven line, sink area and perimeter of kitchen</p> <p>2/14/12 - treated throughout</p> <p>3/12/12 - treated for American and German roaches in the dishwashing, food prep, stove/oven and sink. Treated throughout</p> <p>4/12/12 - German roaches in kitchen and basement - treatment done.</p> <p>5/10/12 - Basement - German and American roaches - treatment done.</p> <p>5/16/12 - "Baited, dusted, sprayed dish area for g (German) roaches. Baited, dusted kitchen and store room for g roaches. Went over action plan with [name of Administrator] and [name of maintenance man]. Will return 5/18/12 for follow-up visit."</p> <p>Review of the "Pest Sighting Log" received from the Dietician on 5/16/12 at</p>				

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	<p>12:50 p.m., indicated the following:</p> <p>7/26/11 - roach seen under oven</p> <p>7/27/11 - roach seen under coffee pot and several in dish room in early morning on counter.</p> <p>7/30/11 - roach by toaster</p> <p>7/31/11 - roach on dish room wall</p> <p>8/1/11 - roach on tray line and in dish room - one roach found dead on counter</p> <p>8/1/11 - roach found on counter below the plates - evening shift</p> <p>8/2/11 - service</p> <p>8/6/11 - roaches times 2 in dish room</p> <p>8/12/11 - roach in dish room</p> <p>8/15/11 - roach - coffee pot</p> <p>8/26/11 - roach DON office on first floor</p> <p>8/28/11 - service</p> <p>8/29/11 - roach in wash room on floor - small one</p> <p>9/6/11 - service</p> <p>9/26/11 - service</p> <p>10/4/11 - service</p> <p>10/27/11 - service</p> <p>11/1/11 - service</p> <p>11/17/11 - service</p> <p>no date - roach (baby) - drawer under toaster</p> <p>12/6/11 - service</p> <p>12/16/11 - roach island</p> <p>12/19/11 - dish room and 2 under sink</p> <p>12/26/11 - roach in kitchen, 2 babies and 1 big</p> <p>1/3/12 - 4 baby roaches in kitchen by oven</p>						

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	<p>1/6/12 - roach in dish room 5/10/12 - service "Service" means the pest control company had come in for inspections.</p> <p>Review of the "Governing Implementation" policy received 5/16/12 at 12:55 p.m. from the Corporate Nurse indicated "...r. PEST CONTROL and PREVENTION: will be maintained. All areas such as storage areas and preparation areas in the kitchen are to be kept clean. This includes floors, walls, shelving, cabinet tops, sinks, equipment, etc...Insect control and rodent control is a contract service scheduled per each individual facility."</p> <p>This federal tag relates to complaint IN00108396.</p> <p>3.1-21(i)(3)</p>						

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F0469 SS=F	<p>483.70(h)(4) MAINTAINS EFFECTIVE PEST CONTROL PROGRAM</p> <p>The facility must maintain an effective pest control program so that the facility is free of pests and rodents.</p> <p>Based on observation, interview and record review, the facility failed to maintain an effective pest control program to assure the facility was free of pests, in that there were roaches and other bugs found in the dishwashing area of the kitchen. Bugs were found during 2 of 2 observations in the kitchen. This had the potential to affect 50 out of 50 residents in this facility.</p> <p>Findings include:</p> <p>During observation of the kitchen on 5/15/12 at 11:00 p.m., with the Administrator, bugs were found crawling on the floor, walls and counters in the dishwashing area. They were too numerous to count. This room was dark but the rest of the kitchen had the emergency lights on. A flashlight was used in the dishwashing area to see the bugs. No bugs were found in the food storage area or the food prep area at this time.</p> <p>During observation of the kitchen on 5/16/12 at 9:27 a.m., with Cook #1, there was one bug found crawling down the</p>	F0469	<p>1. No residents were affected by the deficiency. All equipment, with the exception of the refrigerators, freezers, stove and confection oven, was removed from the kitchen and cleaned. The equipment was cleaned by power sprayer. The kitchen was thoroughly cleaned and any food item with the potential to have been affected was discarded. The pest removal company has been in to spray. The pest company have baited and are replacing traps. The company will return to check traps and will provide a report following their visit. 2. All residents have the potential to be affected. In effort to ensure contamination of food items and or utensils/supplies does not occur while facility works toward elimination of infestation the following measures will be followed. All potatoes, onions, flour, sugar, and such items will be stored in sealed totes. Zip lock storage bags will be used to store smaller items to ensure they remain free of contamination. Trays will not be set up in advance. Trays will be washed and bagged until such a time as they are used. See corrective action plan below. 3. The dietary staff have been re-educated on</p>	06/14/2012			

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	<p>wall to a hole in the floor in the back left corner of the dry food storage area. No other bugs were found at this time.</p> <p>During interview with the Administrator on 5/15/12 at 11:00 p.m., he indicated the pest control company had been there on 5/10/12 to do their monthly visit, but there had been no mention of bugs being found.</p> <p>During interview with the Dietary Manager on 5/16/12 at 7:00 a.m., she indicated nothing was being used from the kitchen. "We went to the grocery store and purchased food for breakfast. We will set up in the activity room for those that can come there and the rest will be served upstairs in their rooms." The Dietary Manager indicated at this time that she has "seen bugs." The pest control company had notified her that they had found bugs during their inspections.</p> <p>During interview on 5/16/12 at 8:52 a.m., with Cook #1, she indicated she has "seen bugs a few times in the wash room but never in the food storage or food prep areas."</p> <p>During interview on 5/16/12 at 9:14 a.m., with Cook #2, she indicated there are bugs in all areas of dietary. They have seen a lot in the last month. "Bugs have</p>		<p>sanitation and the importance of immediately reporting any sightings or infestation of insects/pests. A minimum of monthly visits by the pest control company will be conducted. These visits will occur more frequently as needed. The administrator or designee will conduct rounds in the kitchen and throughout the facility 2x/daily, 5 days per week for 4 weeks, then daily x 5 days per week for 4 weeks, then 2x weekly for 4 weeks and then 2x monthly thereafter. 4. The findings of these audits will be reviewed in the facility's quarterly QA meetings and the plan adjusted accordingly.</p>				

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	<p>been here about 1 year. I've never found bugs in any of the food. The bugs hide by the coffee pot, area where the plates are kept...behind the steam table and in the dishwashing room. It has been so bad lately. I worry about what my shoes are carrying."</p> <p>During interview on 5/16/12 at 9:45 a.m., with LPN #1, she indicated she had seen bugs. "Bugs were seen under the coffee pot 'terribly.' They were in the dish room on the floor last week."</p> <p>During interview on 5/16/12 at 9:50 a.m., with LPN #2, she indicated she had seen bugs in the basement, as you walk into the kitchen, by the coffee pot and in the hallway. "This is ongoing."</p> <p>During interview on 5/16/12 at 10:25 a.m., with CNA #1, she indicated on Sunday evening she was taking dishes to dietary and when she turned on the lights in the dishwashing area bugs were "everywhere." She indicated she reported this to her charge nurse and the DON [Director of Nursing].</p> <p>During interview on 5/16/12 at 10:30 a.m., with CNA #2, she indicated on Sunday evening she took dishes to dietary. "Bugs were on the floor, the counters, and the walls in the dishwashing</p>				

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	<p>area. They were everywhere."</p> <p>During interview on 5/16/12 at 11:00 a.m., with the pest control company, he indicated when they came in for the first inspection "bugs were bad in the toaster and in the coffee maker." He indicated it took two months to clear. "When we did the 'clean out' process, there were at least 100 roaches." He indicated he did see bugs today in the dishwashing room only. He indicated it would "take at least 2-3 months to clear the bugs once treatment is complete today. That is no guarantee. It's very hard to get completely rid of them."</p> <p>During interview with the pest control company again on 5/16/12 at 12:03 p.m., he indicated they were doing a very thorough treatment today. "The bugs will get worse for 3-5 days and then die off." He indicated he would set bait that they will walk in and take back to their "homes" and it will kill them all off.</p> <p>Review of statements from the pest control company visits, received from the Administrator on 5/16/12 at 11:02 a.m., indicated the following: 8/2/11 - German Roaches in public areas - thorough treatment was done 9/6/11 - routine visit done - treatment was done 9/26/11 - Bed bugs - public areas, chair</p>			

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PERCEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>Inspection only.</p> <p>10/17/11 - Drain flies - treatment done</p> <p>10/27/11 - Drain flies - inspection only</p> <p>11/1/11 - Roaches and drain flies - treatment done</p> <p>11/17/11 - treatment done for German roaches, drain flies and fruit flies</p> <p>12/6/11 - treatment done throughout</p> <p>1/10/12 - inspection only</p> <p>1/24/12 - treated for roaches in the kitchen - stove/oven line, sink area and perimeter of kitchen</p> <p>2/14/12 - treated throughout</p> <p>3/12/12 - treated for American and German roaches in the dishwashing, food prep, stove/oven and sink. Treated throughout</p> <p>4/12/12 - German roaches in kitchen and basement - treatment done.</p> <p>5/10/12 - Basement - German and American roaches - treatment done.</p> <p>5/16/12 - "Baited, dusted, sprayed dish area for g (German) roaches. Baited, dusted kitchen and store room for g roaches. Went over action plan with [name of Administrator] and [name of maintenance man]. Will return 5/18/12 for follow-up visit."</p> <p>Review of the "Pest Sighting Log" received from the Dietician on 5/16/12 at 12:50 p.m., indicated the following:</p> <p>7/26/11 - roach seen under oven</p> <p>7/27/11 - roach seen under coffee pot and</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155061		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED  05/16/2012	
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	<p>several in dish room in early morning on counter.</p> <p>7/30/11 - roach by toaster</p> <p>7/31/11 - roach on dish room wall</p> <p>8/1/11 - roach on tray line and in dish room - one roach found dead on counter</p> <p>8/1/11 - roach found on counter below the plates - evening shift</p> <p>8/2/11 - service</p> <p>8/6/11 - roaches times 2 in dish room</p> <p>8/12/11 - roach in dish room</p> <p>8/15/11 - roach - coffee pot</p> <p>8/26/11 - roach DON office on first floor</p> <p>8/28/11 - service</p> <p>8/29/11 - roach in wash room on floor - small one</p> <p>9/6/11 - service</p> <p>9/26/11 - service</p> <p>10/4/11 - service</p> <p>10/27/11 - service</p> <p>11/1/11 - service</p> <p>11/17/11 - service</p> <p>no date - roach (baby) - drawer under toaster</p> <p>12/6/11 - service</p> <p>12/16/11 - roach island</p> <p>12/19/11 - dish room and 2 under sink</p> <p>12/26/11 - roach in kitchen, 2 babies and 1 big</p> <p>1/3/12 - 4 baby roaches in kitchen by oven</p> <p>1/6/12 - roach in dish room</p> <p>5/10/12 - service</p> <p>"Service" means the pest control company</p>						

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	<p>had come in for inspections.</p> <p>Review of the "Governing Implementation" policy received 5/16/12 at 12:55 p.m. from the Corporate Nurse indicated "...r. PEST CONTROL and PREVENTION: will be maintained. All areas such as storage areas and preparation areas in the kitchen are to be kept clean. This includes floors, walls, shelving, cabinet tops, sinks, equipment, etc...Insect control and rodent control is a contract service scheduled per each individual facility."</p> <p>This federal tag relates to complaint IN00108396.</p> <p>3.1-19(f)(4)</p>				