

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155234	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 09/05/2013
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NAME OF PROVIDER OR SUPPLIER WESTRIDGE HEALTH CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 125 W MARGARET AVE TERRE HAUTE, IN 47802
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F000000	<p>This visit was for the investigation of complaint # IN00135822 which resulted in an Immediate Jeopardy.</p> <p>Complaint # IN00135822: Substantiated, federal and state deficiencies related to the allegation(s) are cited at F371 and F469.</p> <p>Dates of Survey: 09/04/13 and 09/05/13</p> <p>Facility Number: 000139 Provider Number: 155234 AIM Number: 100266410</p> <p>Surveyor: Bridget Brown, Life Safety Code Specialist/ Medical Surveyor</p> <p>Census Bed Type: SNF/NF: 59</p> <p>Westridge Health Care Center was found not to be in compliance with 42 CFR Part 483, Subpart B and 410 IAC 16.2 in regard to Complaint Number IN00135822.</p> <p>These deficiencies also reflect state findings in accordance with 410 IAC 16.2.</p> <p>Quality Review by Robert Booher, Life Safety Code Specialist-Medical Surveyor</p>	F000000		
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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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	on 09/06/13.			

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F000371 SS=L	<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>1. Based on observation, interview and record review; the facility failed to ensure a clean and sanitary kitchen was maintained for 59 of 59 residents as evidenced by widespread signs of rodent activity in the kitchen. This deficient practice affects all residents receiving food served from the only kitchen.</p> <p>The immediate jeopardy began on 09/04/13 when numerous areas of rodent activity were identified in the kitchen. The Administrator was notified of the immediate jeopardy at 4:18 p.m. on 09/04/13. The immediate jeopardy was removed on 09/05/13, but noncompliance remained at the lower scope and severity level of widespread, no actual harm with potential for more than minimal harm that is not immediate jeopardy.</p> <p>Findings include:</p> <p>a. Based on observation on 09/04/13 between 2:50 p.m. and 3:00 p.m. with the administrator and dietary manager trainee, multiple mouse droppings were observed</p>	F000371	F371 What corrective action(s) will be accomplished for those residents found to have been affected by the deficient practice? All food and supplies in the dry storage area were disposed of. All plastic containers were removed then washed with disinfectant and bleach solution. All shelving was removed and washed with disinfectant and bleach solution. The floor was thoroughly disinfected and washed with bleach solution. The floor was also buffed. All potential entry areas on the interior were sealed. All potential entry areas on the exterior were sealed to prevent entry of pests. All dishes, pots, pans, and silverware were completely washed and sanitized. The entire kitchen was cleaned and sanitized top to bottom prior to meal service resuming. The pest service was notified and treatments were in place. A new pest prevention service of external bait stations were added. The pest service examined exterior of building with maintenance and sealed any potential entry areas. All food in	09/09/2013			

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	: 1. In the bottom of six dry food filled storage totes located on metal shelving; 2. On the floor under the shelving; 3. Inside an opened cookie package stored in one plastic tote. 4. Inside cardboard cartons located on shelving in the dry food storage room and on the floor in the kitchen. b. Based on observation on 09/04/13 between 2:50 p.m. and 3:00 p.m. with the administrator and dietary manager trainee, evidence of rodent activity in the dry food storage room was found inside a plastic tote filled with single serving packets of ketchup. At least twenty packets found in the top layer had holes chewed in them. Another plastic food storage tote had a biscuit package which had a hole identified by the dietary manager trainee at the time of observation as chewed by a rodent. c. Based on observation on 09/04/13 between 2:50 p.m. and 3:00 p.m. with the administrator and dietary manager trainee, individual syrup packets, sugar packets, cereal, dirt and debris littered the areas under the shelves in the food storage room with a thick layer of dirt and grime blackening the floor under the food storage shelves. Food debris littered the kitchen floor under and around food prep		the affected refrigerator was disposed of. All food that was undated was disposed of. All food on the stove was disposed of. All bread was disposed of. How other residents having the potential to be affected by the same deficient practice will be identified and what corrective action(s) will be taken? All residents had the potential to be affected. All interventions completed as listed above. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur? Monitoring five days a week for one month will be completed by Dietary Supervisor and Administrator of evidence of pests and sanitation issues. After one month, monitoring will be done weekly for one month by Dietary Supervisor and Administrator. After 2 months, monitoring will be done monthly by Administrator ongoing and continue weekly by Dietary Supervisor ongoing. Dietary personnel will monitor and report any pests on their pest log and to their supervisor. Dietary Supervisor will notify Maintenance so that pest service will be made aware of any occurrence of pests. Monthly, pest log and reports will be monitored by Maintenance to ensure all pests have been addressed. In-service provided to all personnel on pest reporting. In servicing provided to		

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	<p>tables, the range, oven, refrigerators and freezers. A sticky residue was evident on the food prep table. A four by six inch area of a dried food was observed under the table behind the "walk in" freezer. Debris and grime coated the floor under the dishwashing machine. The administrator said at the time of observations, the registered dietician had visited and directed special "cleaning projects" on 08/19/13 for each dietary staff employee. The tasks were to be completed and noted with a date and signature. Not all tasks were completed.</p> <p>d. Based on interview with the administrator on 09/04/13 at 3:45 p.m., evidence of rodent activity had been identified by staff and a pest control contractor was in the facility twice per month and when called for additional occurrences. A Log of Insect Activity to be addressed by pest provider was reviewed with the administrator on 09/04/13 between 3:30 p.m. and 4:30 p.m. noted two insect sightings in August 2013. The administrator said on 09/05/13 at 12:30 p.m. this log was also to be used for reporting any rodent activity.</p> <p>e. Based on review of the Service and Inspection invoice from the pest control contractor Service Inspection Reports of 08/14/13 and 08/28/13 with the</p>		<p>dietary personnel regarding food temperatures, sanitation, dating of food, and reheating of food items. How the corrective action(s) will be monitored to ensure the deficient practice will not recur? I.e. what quality assurance program will be put into place; Reporting of findings will be made to Quality Assurance Committee at monthly meetings. Maintenance will review pest logs and pest service reports to ensure all pests have been addressed. See attachment (A) "Sanitation and Pest Control Program" for monitoring tool.</p>		

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	<p>administrator on 09/04/13 at 4:45 p.m., conditions noted: holes in walls, gaps around penetrations, unsealed doors (pest points of entry), mouse caught in kitchen storage room and traps reset. On 09/04/13 at 5:00 p.m. two pest control contractors were in the facility, they identified the kitchen and it's storage room as a point of concentration for control of mice. They had captured a mouse at this visit and reset another trap. The contractors explained the inspection report carried forward issues identified affecting pest control results until their resolution was identified by the pest control technician. Bimonthly Service Inspection Reports since 12/19/12 repeatedly identified wall voids and gaps which could harbor pests and the identified a need for cleaning in the kitchen each month.</p> <p>f. Based on a review of a kitchen inspection report by the registered dietitian dated 09/03/13 with the administrator on 09/04/13 at 4:30 p.m., the report identified mouse droppings in the food storage room and noted no boxes were to be stored on shelves, the storeroom needed deep cleaning, food needed to be checked for possible contamination and discarded as necessary, ensure tight fitting tote lids, and call the pest control contractor ASAP. Upon</p>			

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	<p>inspection of the kitchen with the administrator and dietary manager trainee on 09/04/13 between 3:00 p.m. and 4:00 p.m., cardboard cartons containing food were stored on shelves in the food storage rooms. Two cardboard cartons filled with potatoes were located on the floor. Plastic tote lids were loose fitting and the floor, shelves and totes were soiled. Food debris was noted inside totes along with rodent droppings. The administrator said at the time of observation, the issues identified were being addressed by staff.</p> <p>g. Based on observation during a tour of the facility kitchen and food storage area on 09/05/13 between 9:00 a.m. and 10:00 a.m., these kitchen areas had been cleaned and sanitized. Food storage totes where rodent activity was identified were sanitized and damaged food packets were discarded. All cardboard boxes were discarded. There was no evidence of rodent activity. The administrator reported at the time of observations, the pest control contractor had added ten additional rodent control baits and identified areas of concern where gaps and missing seals might harbor pests. Areas under the dishwashing machine at the base board were observed to have a buildup of grime, the tops of overhead ceiling pipes and refrigerators and freezers were dirty.</p>			

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	<p>Based on interview with the registered dietician on 09/05/13 at 11:00 a.m., all dietary staff were inserviced on pest control measures for dry storage and cold storage areas. The facility policies for using cleaning compounds, cleaning the refrigerators and freezers, use of sanitation buckets and equipment dated 11/12/08 were reviewed during the Inservice.</p> <p>The administrator said on 09/05/13 at 11:30 a.m., a registered dietitian was monitoring the status of the kitchen sanitation practices and will continue to do twice weekly sanitation rounds until the staff have mastered all practices to ensure the protection of food supplies and kitchen equipment.</p> <p>The immediate jeopardy which began on 09/04/13 was removed on 09/05/13 after observation, record reviews, and interviews determined the facility had implemented the plan of action to remove the immediacy of the problem. The noncompliance remained at a lower level scope and severity of widespread, no actual harm with potential for more than minimal harm that is not immediate jeopardy at the facility since ongoing monitoring and follow up by the facility and pest control company was needed to</p>			
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	<p>guarantee the complete eradication of rodent problems.</p> <p>3.1-21(i)(2) 3.1-21(i)(3)</p> <p>2. Based on observation, interview and record review, the facility failed to store food under sanitary conditions and safe temperatures for 59 of 59 residents. This deficient practice affects all residents receiving food served from the only kitchen.</p> <p>Findings include:</p> <p>a. Based on observation on 09/04/13 between 2:50 p.m. and 4:00 p.m. with the administrator and dietary manager trainee, refrigerator temperatures were measured at 50 degrees F on three facility thermometers located at various levels in the refrigerator. Two trays of full milk glasses were stored in the refrigerator. The milk glasses were uncovered, undated, and measured at 47.4 degrees F with a facility thermometer by the administrator. She immediately directed staff to discard the glasses of milk.</p> <p>b. Based on observation on 09/04/13 between 2:50 p.m. and 4:00 p.m. with the administrator and dietary manager trainee, four institutional size food condiment</p>				

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	<p>containers had been opened and were undated. A shredded institutional size cheese package was open and undated. The administrator acknowledged the containers' date of use could not be determined at the time of observation and ordered them discarded.</p> <p>c. A metal pan with two, two to three pound portions of plastic wrapped ground meat were observe in the bottom of one refrigerator. The ground meat was undated and thawed, the dietary manager trainee said at the time of observation, he thought the meat had been thawing two days but could not say for sure. The administrator ordered it's disposal immediately.</p> <p>d. Two metal containers were observed atop the grill with the administrator and dietary manager trainee on 09/04/13 at 3:45 p.m., aluminum foil covering the containers was open with the contents identified at the time of observation by the cook as baked chicken and cheesy potatoes from the lunch meal. He said the covering had been opened to provide a resident with more food after he came on duty "around 2:00 p.m." He said he prepared a plate and reheated the food in the microwave. He acknowledged at the time of interview, the food should not have been stored at room temperature</p>				

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	<p>since the noon meal.</p> <p>e. At 3:50 p.m. on 09/05/13 a loaf of bread was stored on the food prep table unopened with two slices of bread lying on the table. No food preparation was underway although the cook said at the time of observation he was "planning to use that." He acknowledge the bread should be properly covered and sealed when not in use.</p> <p>Based on interview with the registered dietician on 09/05/13 at 11:00 a.m., all dietary staff were inserviced on dry storage and cold storage measures. The facility policies for Storage of Leftovers and Proper Thawing of and Storage of Meats dated 11/12/08 were reviewed during the Inservice.</p> <p>The administrator said on 09/05/13 at 11:30 a.m., a registered dietitian was monitoring the status of the kitchen food storage practices and will continue to do twice weekly rounds until the staff have mastered all practices to ensure the protection of food supplies and kitchen equipment.</p> <p>The immediate jeopardy which began on 09/04/13 was removed on 09/05/13 after observation, record reviews, and interviews determined the facility had</p>				

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	<p>implemented the plan of action to remove the immediacy of the problem. The noncompliance remained at a lower level scope and severity of widespread, no actual harm with potential for more than minimal harm that is not immediate jeopardy at the facility since ongoing monitoring and follow up by the facility was needed to guarantee the practices were being followed.</p> <p>3.1-21(i)(2) 3.1-21(i)(3)</p>				

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F000469 SS=L	<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 ensure a clean and sanitary environment was maintained for 59 of 59 residents as evidenced by widespread signs of rodent activity in the kitchen food storage room. This deficient practice had the potential to affect 59 of 59 residents.</p> <p>The immediate jeopardy began on 09/04/13 when numerous areas of rodent activity were identified in the kitchen. The Administrator was notified of the immediate jeopardy at 4:18 p.m. on 09/04/13. The immediate jeopardy was removed on 09/05/13, but noncompliance remained at the lower scope and severity level of widespread, no actual harm with potential for more than minimal harm that is not immediate jeopardy.</p> <p>Findings include:</p> <p>a. Based on observation on 09/04/13 between 2:50 p.m. and 3:00 p.m. with the administrator and dietary manager trainee, multiple mouse droppings were observed :</p> <p>1. In the bottom of six dry food filled</p>	F000469	F0469 What corrective action(s) will be accomplished for those residents found to have been affected by the deficient practice? Maintenance to address all areas on pest report identified as potential problem areas. Maintenance to tour and inspect areas with pest provider to ensure adequate attention has been given to areas to prevent pest issues. All potential entry areas on the interior were sealed. All potential entry areas on the exterior were sealed to prevent entry of pests. The Administrator will monitor monthly to ensure follow-up by maintenance is completed on potential problem areas ongoing. How other residents having the potential to be affected by the same deficient practice will be identified and what corrective action(s) will be taken? All residents have the potential to be affected. Interventions completed as listed above. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur? Twice monthly monitoring by maintenance of pest providers to ensure any potential areas are addressed. Monthly monitoring of	09/09/2013

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	<p>storage totes located on metal shelving;</p> <p>2. On the floor under the shelving;</p> <p>3. Inside an opened cookie package stored in one plastic tote.</p> <p>4. Inside cardboard cartons located on shelving in the dry food storage room and on the floor in the kitchen.</p> <p>b. Based on observation on 09/04/13 between 2:50 p.m. and 3:00 p.m. with the administrator and dietary manager trainee, evidence of rodent activity in the dry food storage room was found inside a plastic tote filled with single serving packets of ketchup. At least twenty packets found in the top layer had holes chewed in them. Another plastic food storage tote had a biscuit package which had a hole identified by the dietary manager trainee at the time of observation as chewed by a rodent.</p> <p>c. Based on interview with the administrator on 09/04/13 at 3:45 p.m., evidence of rodent activity had been identified by staff and a pest control contractor was in the facility twice per month and when called for additional occurrences. A Log of Insect Activity to be addressed by pest provider was reviewed with the administrator on 09/04/13 between 3:30 p.m. and 4:30 p.m. noted two insect sightings in August</p>		<p>pest provider reports by Administrator to ensure maintenance has addressed potential pest areas. How the corrective action(s) will be monitored to ensure the deficient practice will not recur? I.e. what quality assurance program will be put into place; Reporting will be done to the Quality Assurance Committee on a monthly basis of status of pest monitoring and subsequent follow up action, if warranted.</p>		

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED 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>2013. The administrator said on 09/05/13 at 12:30 p.m. this log was also to be used for reporting any rodent activity.</p> <p>d. Based on review of the Service and Inspection invoice from the pest control contractor Service Inspection Reports of 08/14/13 and 08/28/13 with the administrator on 09/04/13 at 4:45 p.m., conditions noted: holes in walls, gaps around penetrations, unsealed doors (pest points of entry), mouse caught in kitchen storage room and traps reset. On 09/04/13 at 5:00 p.m. two pest control contractors were in the facility, they identified the kitchen and it's storage room as a point of concentration for control of mice. They had captured a mouse at this visit and reset another trap. The contractors explained the inspection report carried forward issues identified affecting pest control results until their resolution was identified by the pest control technician. Bimonthly Service Inspection Reports since 12/19/12 repeatedly identified wall voids and gaps which could harbor pests and the identified a need for cleaning in the kitchen each month.</p> <p>e. Based on a review of a kitchen inspection report by the registered dietitian dated 09/03/13 with the administrator on 09/04/13 at 4:30 p.m.,</p>						

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	<p>the report identified mouse droppings in the food storage room and noted no boxes were to be stored on shelves, the storeroom needed deep cleaning, food needed to be checked for possible contamination and discarded as necessary, ensure tight fitting tote lids, and call the pest control contractor ASAP. Upon inspection of the kitchen with the administrator and dietary manager trainee on 09/04/13 between 3:00 p.m. and 4:00 p.m., cardboard cartons containing food were stored on shelves in the food storage rooms. Two cardboard cartons filled with potatoes were located on the floor. Plastic tote lids were loose fitting and the floor, shelves and totes were soiled. Food debris was noted inside totes along with rodent dropping. The administrator said at the time of observation, the issues identified were being addressed by staff.</p> <p>f. Based on observation during a tour of the facility kitchen and food storage area on 09/05/13 between 9:00 a.m. and 10:00 a.m., these kitchen areas had been cleaned and sanitized. Food storage totes where rodent activity was identified were sanitized and damaged food packets were discarded. All cardboard boxes were discarded. There was no evidence of rodent activity. The administrator reported at the time of observations, the pest control contractor had added ten</p>			

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	<p>additional rodent control baits and identified areas of concern where gaps and missing seals might harbor pests. Areas under the dishwashing machine at the based board were observed to have a buildup of grime, the tops of overhead ceiling pipes and refrigerators and freezers were dirty.</p> <p>Based on interview with the registered dietician on 09/05/13 at 11:00 a.m., all dietary staff were inserviced on pest control measures for dry storage and cold storage areas. The facility policies for using cleaning compounds, cleaning the refrigerators and freezers, use of sanitation buckets and equipment dated 11/12/08 were reviewed during the Inservice.</p> <p>The administrator said on 09/05/13 at 11:30 a.m., a registered dietitian was monitoring the status of the kitchen sanitation practices and will continue to do so with twice weekly sanitation rounds until the staff have mastered all practices to ensure the protection of food supplies and kitchen equipment.</p> <p>The immediate jeopardy which began on 09/04/13 was removed on 09/05/13 after observation, record reviews, and interviews determined the facility had implemented the plan of action to remove</p>			

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	<p>the immediacy of the problem. The noncompliance remained at a lower level scope and severity of widespread, no actual harm with potential for more than minimal harm that is not immediate jeopardy at the facility since ongoing monitoring and follow up by the facility and pest control company was needed to guarantee the complete eradication of rodent problems.</p> <p>3.1-19(f)(4)</p>			