

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155473	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED  12/22/2015
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NAME OF PROVIDER OR SUPPLIER  CHALET VILLAGE HEALTH AND REHABILITATION CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 1065 PARKWAY ST BERNE, IN 46711
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F 0000  Bldg. 00	<p>This visit was for the Investigation of Complaint IN00187361.</p> <p>Complaint IN00187361 Substantiated. Federal/ State deficiencies related to the allegations are cited at F244, and F465.</p> <p>Survey date: December 22, 2015</p> <p>Facility number: 000546 Provider number: 155473 AIM number: 100267370</p> <p>Census bed type: SNF/NF: 31 Total: 31</p> <p>Census payor type: Medicare: 4 Medicaid: 26 Other: 1 Total: 31</p> <p>Sample: 3</p> <p>These deficiencies reflect state findings cited in accordance with 410 IAC 16.2-3.1.</p> <p>QR completed on December 23, 2015 by</p>	F 0000	Submission of this Plan of Correction does not constitute an admission or agreement by the provider of the truth of facts alleged or corrections set forth on the statement of deficiencies. This plan of Correction is prepared and submitted because of requirements under State and Federal law. Please accept this plan of correction as our credible allegation of compliance.	

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 0244 SS=D Bldg. 00	<p>17934.</p> <p>483.15(c)(6) LISTEN/ACT ON GROUP GRIEVANCE/RECOMMENDATION When a resident or family group exists, the facility must listen to the views and act upon the grievances and recommendations of residents and families concerning proposed policy and operational decisions affecting resident care and life in the facility.</p> <p>Based on observation, interview, and record review, the facility failed to correct water temperatures that were too cold. This had the potential to affect 3 of 31 residents residing in the facility.</p> <p>Findings include:</p> <p>During an initial tour on 12-22-2015 at 10:44 AM, the following water temperatures were observed: In room 101, the hot water temperature was 99.6 Fahrenheit (F) In room 403, the hot water temperature was 95.8 F In room 411, the hot water temperature was 97.2 F</p> <p>In an interview on 12-22-2015 at 11:10 AM, the Maintenance Director indicated</p>	F 0244	<p>1.The water temperatures currently remain in safecomfortable levels between 100 and 120 degrees Fahrenheit, for residents in rooms101, 403 and 411. The Maintenance Supervisor was re-educated on the policy formonitoring water temperatures. The water system was checked with minor repairscompleted. It is the goal of the facility to act on resident concerns voicedvia residents meetings and otherwise. Resident in room 403 was listed in thebusiness minutes listed, and feels that the problem has been resolved. Theother affected residents identified were not listed in the business minuteslisted, thus the following corrective actions will be taken, applicable to allresidents.</p> <p>2.All residents have the potential to be affected.Water temperatures are being monitored in all resident rooms to</p>	01/21/2016	

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F 0465 SS=D Bldg. 00	<p>he had been recently hired, and was unsure what an adequate hot water temperature in the resident care areas should be, but he thought it was about 115 degrees Fahrenheit.</p> <p>A review of Resident Council Minutes dated 9-24-2015 indicated the water temperatures were too cool and the water needed to be hotter.</p> <p>In an interview on 12-22-2015 at 1:36 PM, the Resident Council President indicated the water in her room was cold at times, and even though she allowed the water to run a significant length of time, it never really got warm. Additionally, the issue had been discussed with Management, and even though the water was warmer than before, it still was cold off and on.</p> <p>This Federal tag relates to Complaint IN00187361.</p> <p>3.1-3(I)</p> <p>483.70(h) SAFE/FUNCTIONAL/SANITARY/COMFOR TABLE ENVIRON</p>		<p>assure safe and comfortable levels between 100 and 120 degrees Fahrenheit.</p> <p>3. Staff has been educated to assure possible changes in water temperatures, or resident voiced concerns will be reported and checked immediately. The staff member responsible for logging concerns voiced during resident council meetings has been re-educated to record concern, gather as much detail as possible about the concern, and alert the Administrator and Maintenance Supervisor with specific concerns. Water temperature checks have been initiated.</p> <p>4. As a means of quality assurance, and in an effort to assure safe and comfortable water temperatures in levels between 100 and 120 degrees Fahrenheit, the Maintenance supervisor will monitor all resident rooms 2 x / week x 2 weeks, then 3 resident rooms weekly thereafter. Should concerns be noted, immediate corrective actions will occur. Results of this monitoring and any corrective action will be discussed in the facility QA meetings on an ongoing basis for a minimum of 6 months and the plan adjusted if indicated.</p> <p>5.1-21-16</p>		

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	<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 maintain water temperatures at a comfortable level in 3 of 43 resident rooms having the potential to affect 3 of 31 residents in the facility.</p> <p>Findings include:</p> <p>During an initial tour on 12-22-2015 at 10:44 AM, the following water temperatures were observed: In room 101, the hot water temperature was 99.6 Fahrenheit (F) In room 403, the hot water temperature was 95.8 F In room 411, the hot water temperature was 97.2 F</p> <p>In an interview on 12-22-2015 at 11:10 AM, the Maintenance Director indicated he had been recently hired, and was unsure what an adequate hot water temperature in the resident care areas should be, but he thought it was about 115 degrees Fahrenheit.</p> <p>A review of the Preventative Maintenance Log dated 10-8 through 11-24-15 indicated water temperatures</p>	F 0465	<p>1.The water temperatures currently remain in safe/comfortable levels between 100 and 120 degrees Fahrenheit, for residents in rooms 101, 403 and 411. The Maintenance Supervisor was re-educated on the policy for monitoring water temperatures. The water system was checked with minor repairs completed. It is the goal of the facility to act on resident concerns voiced via residents meetings and otherwise. Resident in room 403 was listed in the business minutes listed, and feels that the problem has been resolved. The other affected residents identified were not listed in the business minutes listed, thus the following corrective actions will be taken, applicable to all residents.</p> <p>2.All residents have the potential to be affected. Water temperatures are being monitored in all resident rooms to assure safe and comfortable levels between 100 and 120 degrees Fahrenheit.</p> <p>3.Staff has been educated to assure possible changes in water temperatures, or resident voiced concerns will be reported and checked immediately. The staff member responsible for logging concerns voiced during resident council meetings has been re-educated to record concern, gather as much detail as</p>	01/21/2016			

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	<p>were all tested in common areas, shower rooms, and pantrys between 100-120 degrees F. There were no records after 11-24 available for review.</p> <p>In an interview on 12-22-2015 at 12:13 PM, the Maintenance Director indicated he had never been instructed to take water temperatures in resident rooms, so the temperatures had not been taken.</p> <p>A current policy titled Preventative Maintenance Program dated 4-2013, provided on 12-22-2015 at 11:46 AM by the Director of Nursing, indicated "Each resident room should be inspected on a quarterly basis, water temperatures in 3 random rooms shall be taken and logged on a weekly basis. temperatures outside the parameters of 100-120 degrees F must be reported to the Administrator immediately and corrective action taken."</p> <p>This Federal citation relates to IN00187361.</p> <p>3.1-19 (r)(1)</p>		<p>possible about the concern, and alert the Administrator and Maintenance Supervisor with specific concerns. Water temperature checks have been initiated.</p> <p>4. As a means of quality assurance, and in an effort to assure safe and comfortable water temperatures in levels between 100 and 120 degrees Fahrenheit, the Maintenance supervisor will monitor all resident rooms 2 x / week x 2 weeks, then 3 resident rooms weekly thereafter. Should concerns be noted, immediate corrective actions will occur. Results of this monitoring and any corrective action will be discussed in the facility QA meetings on an ongoing basis for a minimum of 6 months and the plan adjusted if indicated.</p> <p>5. 1-21-16</p>		