

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED 06/29/2015
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NAME OF PROVIDER OR SUPPLIER CROWNPOINTE OF GREENFIELD	STREET ADDRESS, CITY, STATE, ZIP CODE 831 SWOPE STREET GREENFIELD, IN 46140
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R 0000 Bldg. 00	<p>This visit was for the Investigation of Complaint IN00176302.</p> <p>Complaint IN00176302 -- Substantiated. State residential deficiency related to the allegations is cited at R187.</p> <p>Survey date: June 26 and 29, 2015</p> <p>Facility number: 012798 Provider number: 012798 AIM number: N/A</p> <p>Census bed type: Residential: 46 Total: 46</p> <p>Census Payor type: Medicaid: 18 Other: 28 Total: 46</p> <p>Sample: 4</p> <p>This state finding is cited in accordance with 410 IAC 16.2-5.</p>	R 0000		
R 0187 Bldg. 00	<p>410 IAC 16.2-5-1.6(k) Physical Plant Standards - Deficiency (k) Hot water temperature for all bathing and hand washing facilities shall be controlled by an automatic control valve. Water temperature at point of use must be</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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	<p>maintained between one hundred (100) degrees Fahrenheit and one hundred twenty (120) degrees Fahrenheit.</p> <p>Based on observation, interview and record review, the facility failed to maintain hot water temperatures in resident areas within a safe range of 100 degrees to 120 degrees. This deficient practice has the potential to cause discomfort or significant burns to residents who use the hot water in the facility. As the resident rooms affected by the water heaters are in different zones of the building, it has the potential to affect all 46 residents in the building.</p> <p>Findings include:</p> <p>In an interview with the Maintenance Director on 6-26-15 at 1:30 p.m., he indicated he monitors hot water temperatures on a monthly basis, the most recent occurring on 6-24-15. He indicated he uses a laser-type device or typical food quality type thermometer to check the water temperatures. He indicated all hot water temperatures ranged most recently between 110 and 120 degrees. He provided a written log that indicated the hot water temperatures for 6-24-15 ranged from 110.0 to 118.3 degrees.</p> <p>During random hot water temperature</p>	R 0187	<p>1.CrownPointe of Greenfieldstrives to ensure that the facility makes arrangements to ensure the hot watertemperature for all bathing and hand washing shall be controlled by anautomatic control valve also known as an anti-scald valve. The Maintenancesupervisor and Burgess Mechanical; whom was present in building related to thereport of the water being too cold; immediately adjusted the mixing valve toreduce the temperature of the water. Water temperatures will be maintainedbetween one hundred (100) degrees Fahrenheit and one hundred twenty (120)degrees Fahrenheit. New mixing valve was ordered on06-26-2015 and arrived at the facility on 06-29-2015. On 06-29-2015 the newmixing valve for the south end hot water heater was installed. Water temperatures weremonitored by Maintenance Supervisor and or designee from 06-26-2015 every 1-2hours for every 24 hours until mixing valve was replaced on 06-29-2015. Watertemperatures are continuing to be monitored by Maintenance Supervisor and or designee daily.</p> <p>2.Although no residents wereaffected by the malfunctioning of this mixing</p>	06/30/2015

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	<p>checks with the Maintenance Director on 6-26-15 between 2:30 p.m., and 5:00 p.m., hot water temperatures ranged from 102 to 150 degrees. When the water temperature exceeded the normal range of 120 degrees in one vacant resident room on the south end of the building at 138 degrees at 2:30 p.m., the Maintenance Director lowered the temperature of the water heater that serviced that area of the building, the south side. Resident rooms on the south end were not checked again until 2:55 p.m., when a resident apartment on the second floor, above and immediately to the north of the elevated hot water temperature was checked. This room's hot water temperatures were 140 degrees in the bathroom and 142 degrees in the kitchen. A nearby room on the second floor was checked at 3:00 p.m., and the bathroom and kitchen hot water temperatures were 150 degrees.</p> <p>On 6-26-15 at 3:10 p.m., the Executive Director was notified in person of the grossly elevated hot water temperatures. At 3:35 p.m., she indicated all residents had been notified not to use the hot water until further notice. She indicated "the hot water guy" was in the building and currently working on the water heater system for the south end of the building.</p>		<p>valve all Residents have thepotential to be affected. Water temperatures are continued to be taken anddocumented/logged to ensure temperatures are maintained.</p> <p>3.New mixing valve was installedon 06-29-2015. CrownPointe of Greenfield will monitor temperatures anddocument/log water temperatures daily to ensure appropriate temperatures of onehundred (100) degrees Fahrenheit and one hundred twenty (120) degrees Fahrenheitare maintained. This will be completed by the Maintenance Supervisor and ortrained designee. On 06-26-2015 the Maintenance Supervisor was re-educated onwater temperatures and water temperature monitoring by Executive Director. On06-30-2015 the Maintenance Supervisor along with all clinical and non-clinicalstaff were re-educated on water temperatures and water temperature monitoringby the Executive Director.</p> <p>4.The Maintenance Supervisor andCorporate Maintenance were present when the new water mixing valve wasinstalled by Burgess Mechanical 06-29-2015. Maintenance Supervisor wasre-educated/in-serviced on water temperature and tracking them on 06-26-2015 bythe Executive Director. The</p>				

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	<p>A copy of a written report from the plumbing company was provided by the Executive Director on 6-26-15 at 5:15 p.m. This report indicated, "This hot water heater upon arrival was 120 degrees F and rapidly moving upward to 140 F. Immediately this was corrected by me and the facility staff in less than 10 minutes and per report of the ED all residents were notified of not using water until corrected." It indicated he recommended the changing of the "mixing valve" on the hot water heater for the south side of the building.</p> <p>In interview with the Executive Director on 6-27-15 at 11:30 a.m., she indicated the facility had been monitoring the hot water temperatures every one to two hours. She indicated she had spoken with the Corporate Maintenance Director and the needed replacement part would not be available until 6-29-15.</p> <p>On 6-27-15 between 9:55 a.m., and 10:55 a.m., random water temperatures were checked with the assistance of CNA #2. Water temperatures ranged on the south side of the building from 120 to 130 degrees. Water temperatures ranged on the north side of the building from 90 to 100 degrees. The Executive Director was notified by phone at 10:12 a.m., of the water temperatures being out of</p>		<p>Maintenance Supervisor along with clinical and non-clinical staff were re-educated/in-serviced on water temperature and tracking them and reporting for any temperatures out of the above stated range(s) on 06-30-2015 by the Executive Director. Facility will monitor water temperatures in varied apartments on each floor with at least 6 apartments per floor and log temperatures to ensure appropriate temperatures are maintained, daily. If concerns are noted, Corporate Maintenance Supervisor and or Designee will be notified immediately for corrective action. The Executive Director will review temperature logs to ensure completed timely and appropriate.</p> <p>5. The Maintenance Supervisor/Executive Director and or Designee will be auditing the water temperatures in at least 6 apartments per floor and document the water temperatures on the water temperature log. The Quality Assurance Committee/Safety Committee will review the audits and action plans will be developed, as needed, to ensure that no further issues arise from the water temperatures being outside of the recommended ISDH guidelines. Audits will be completed daily by the Maintenance Supervisor and or Designee daily for 1 month and then x5 per week on-going.</p>	

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	<p>compliance. Staff again notified the residents not to use the water until further notice.</p> <p>During the random hot water temperature checks on 6-26-15 between 2:30 p.m. and 3:00 p.m., the Maintenance Director utilized a laser-type device which provided various, inconsistent temperatures compared to a standard food quality type thermometer. On 6-26-15 at 5:15 p.m., the Executive Director provided a copy of a manual for a "infrared thermometer with laser targeting." This manual indicated, "Non-reflective surfaces will yield a more accurate reading than reflective surfaces." In a phone interview with the customer service representative that sells this particular model of infrared thermometer with laser target on 6-29-15 at 12:18 p.m., she indicated this particular model is recommended only for reading of surface temperatures, such as walls, metal or ovens. She indicated this particular model is not recommended for checking water temperatures, but other models are available that could do so. On 6-29-15 at 12:50 p.m., the Executive Director clarified the copy of the manual provided on 6-26-15 was not for the facility's infrared thermometer, but for the plumbing company's infrared thermometer, as she could not find a</p>		<p>Audits will be documented on the water temperature log. CompletionDate: 06-30-2015</p>				

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	<p>manual for the facility's infrared thermometer. She indicated she was unsure if the models were the same or similar.</p> <p>In interview with the Executive Director on 6-27-15 at 11:45 a.m., she indicated she had written a policy the previous evening to no longer use the laser device to measure hot water temperatures. She indicated the manufacturer's guidelines she had provided the previous evening suggested how to place a piece of black tape on the bottom of a glass to make it more accurate, but decided it was not worth worrying about the accuracy. This particular information could not be located in the manual provided by the facility regarding the infrared thermometer. The manual indicated, "Non-reflective surfaces will yield a more accurate reading than reflective surfaces. Duct tape (sold separately) can be applied to reflective surfaces in order to get a better measurement. Allow sufficient time for the tape to match the temperature of the surface it is applied to before trying to get a reading."</p> <p>In interview with Resident #B on 6-26-15 at 2:35 p.m., she indicated she has been receiving cold showers for several weeks related to cold water temperatures. Hot water temperatures in her bathroom and</p>			

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	<p>kitchen at this time were 114 degrees. She indicated her home health aide, who helps her with bathing, had been complaining of the water being too cold for a while now.</p> <p>In interview with Home Health Aide #1 on 6-29-15 at 9:10 a.m., she indicated she had found the water temperatures in Resident #B 's room to be rather cool for approximately the last week. She indicated she had informed the facility's Administrative Assistant at the time of occurrence.</p> <p>In interview with the Executive Director on 6-26-15 at 4:30 p.m., she indicated Resident #B's Home Health Aide had notified the facility on 6-19-15 regarding cool hot water temperatures. She indicated the facility had been monitoring Resident #B's hot water temperatures each shift since then with no issues. She indicated there had been no reports of water being too hot until this afternoon.</p> <p>9 of 9 residents interviewed indicated they had not experienced problems with the water being too hot. 1 of 9 residents (Resident #B) interviewed indicated they had problems with water being too cool during bathing.</p> <p>This Residential tag relates to Complaint</p>			

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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FORM APPROVED

OMB NO. 0938-0391

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	IN00176302. 5-1.6(k)				