

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 09/25/2024	
NAME OF PROVIDER OR SUPPLIER CROWNPOINTE OF INDIANAPOLIS		STREET ADDRESS, CITY, STATE, ZIP CODE 7365 E 16TH ST, INDIANAPOLIS, , 46219					
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES...	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION...			(X5) COMPLETION DATE	
R 0000	INITIAL COMMENTS This visit was for a State Residential Licensure Survey. This visit included the Investigation of Complaints IN00436183, IN00442123, and IN00442126. Complaint IN00442123 - No deficiencies related to the allegations are cited. Complaint IN00442126 - No deficiencies related to the allegations are cited. Complaint IN00436183 - No deficiencies related to the allegations are cited. Survey dates: September 24 and 25, 2024 Facility number: 005729 Residential Census: 31 These State Residential Findings are cited in accordance with 410 IAC 16.2-5. Quality review completed on	R 0000					

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	September 26, 2024.			
R 0273	Food and Nutritional Services - Deficiency 410 IAC 16.2-5-5.1(f) (f) All food preparation and serving areas (excluding areas in residents' units) are maintained in accordance with state and local sanitation and safe food handling standards, including 410 IAC 7-24. Based on observation, interview, and record review, the facility failed to label and date items stored in the refrigerator, store items off of the floor in the freezer, ensure items in the freezer were free of ice build-up, and to ensure the dish machine had adequate amounts of sanitizer during the rinse cycle with the potential to affect 31 of 31 residents residing at the facility. Findings include: The kitchen was observed with the Dietary Manager (DM) on 9/24/24 at 10:05 a.m. The refrigerator was observed to have a plastic container with macaroni salad, covered in Saran wrap, with no date opened or label. An open package of hotdogs and a, 3/4 full, open container of tartar sauce did not have a date opened on the packaging. A storage container of salsa had	R 0273	Submission of this plan of correction does not constitute an admission of guilt. All residents were found to have been at risk for potential harm of said issue, however no residents were harmed were found to have been harmed. <u>In Re R273 Dietary</u> In an effort to identify why the food was placed in storage without the proper labeling, why there was expired food in the refrigerator, why the boxes of food were placed on the floor of the freezer and why there were ice crystals were forming on the items in the freezer, and why wasn't the sanitizer reading at an appropriate level <i>As a means to ensure compliance:</i> Interviews were conducted with the dietary staff. It was	10/17/2024

no label or date opened. A plastic storage container with a red lid which a red sauce was observed in the refrigerator, there was no label indicating what was in the storage container or date when placed in the refrigerator. There was an uncovered cardboard egg container filled with broken eggs present in the refrigerator.

The freezer contained a sealed pork loin that was covered in ice crystals. The floor of the freezer contained closed packages of chicken patties, corn on the cob, and boxes of fish fillets resting directly on the floor.

During an interview on 9/24/24 at 10:10 a.m., the DM indicated that all items in the refrigerator should be labeled and dated when opened. The storage containers should be labeled with what was in the container and the date it was placed in the refrigerator. The expired milk should have been thrown away. She was unsure why there was ice crystals on the pork loin. The boxes were on the floor of the freezer because of lack of storage space in the freezer.

The low temperature dish machine was observed with the DM on 9/24/24 at 10:15 a.m. During the rinse cycle, the sanitizer was measured at 10 parts per million (ppm). The DM indicated it should be 100 ppm

determined that the sanitizer line was accidentally placed into the detergent bottle, simply human error. It was reported that boxes of freezer goods were placed on the bottle (aka floor) of the freezer due to lack of freezer space.

The lines on the dish machine that run to the sanitizer and detergent have now been color coded.

The Director of Dietary has repackaged and labeled some of the freezer food and reorganized the freezer to get all of the boxes of food off the floor. Corporate is ordering an additional freezer for storage space as well.

As a means of quality assurance

All dietary staff will be re-educated and in-serviced on proper food storage and shelf life, dating and labeling of all food stock in the dietary department, whether it is in dry stock, cooler or freezer, or even

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during the rinse cycle.

During an interview on 9/25/24 at 9:50 a.m., the Executive Director indicated the supply line for the sanitizer had been placed in the detergent bottle accidentally. The sanitizer line should have been placed in the sanitizing solution.

During an interview on 9/25/24 at 10:00 a.m., the Interim Director of Health Services indicated the facility used the Indiana Retail Food Manual as their dietary policy for food storage and sanitation of dishes.

The Retail Food Establishment Sanitation Requirements, dated November 13, 2004, indicated the following, "...Sec. 294. (a) A chemical sanitizer used in a sanitizing solution for a manual or machine warewashing operation at exposure times specified under section 303(b)(3) of this rule shall be listed in 21 CFR 178.1010, used in accordance with the manufacturer's label use instructions as specified in section 441 of this rule, and used as follows...Sec. 177. (a) Except as specified in subsections (b) and (c), food shall be protected from contamination by storing the food as follows... (3) At least six (6) inches above the floor. (4) In a manner to prevent

in the little reach in cooler. All dietary staff will be re-introduced and in-serviced on a new check sheet called a 5-minute check, where they spend the first 5 minutes and the last 5 minutes of each day double checking on important tasks, ie checking the storage areas for unmarked or unwrapped, expired or open foods, checking the log sheets for proper documentation of completed tasks. See attachment #1

All dietary staff will be in-serviced on the proper identification of the sanitizer bottle and line, the lines are now color coded to ensure that the bottles and lines coordinate

All dietary staff will be re-educated and in-serviced on proper food storage and shelf life, dating and labeling of all food stock in the dietary department, whether it is in dry stock, cooler or freezer, or even in the little reach in cooler. All dietary staff will be re-introduced and in-serviced on a new check sheet called a 5-minute check, where they spend the first 5 minutes and the last 5 minutes

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overcrowding. (5) In packages, covered containers, or wrappings...Sec. 191. (a) Except as specified in subsection (d), refrigerated, ready-to-eat, potentially hazardous food prepared and held in a retail food establishment for more than twenty-four (24) hours shall be clearly marked to indicate the date or day by which the food shall be consumed on the premises, sold, or discarded, based on one (1) of the temperature and time combinations specified as follows and the day of preparation shall be counted as day one...(1) Forty-one (41) degrees Fahrenheit or less for a maximum of seven (7) days...."

Based on observation, interview, and record review, the facility failed to label and date items stored in the refrigerator, store items off of the floor in the freezer, ensure items in the freezer were free of ice build-up, and to ensure the dish machine had adequate amounts of sanitizer during the rinse cycle with the potential to affect 31 of 31 residents residing at the facility.

Findings include:

The kitchen was observed with the Dietary Manager (DM) on 9/24/24 at 10:05 a.m. The refrigerator was observed to

of each day double checking on important tasks, ie checking the storage areas for unmarked or unwrapped, expired or open foods, checking the log sheets for proper documentation of completed tasks.
See attachment #1

Per our service rep from Innoserv the line for sanitizer was inadvertently placed in to the bottle of detergent. See attachment #2 All dietary staff will be in-serviced on the proper identification of the sanitizer bottle and line, the lines are now color coded to ensure that the bottles and lines coordinate

R273 Corrective Actions:

How will the facility identify other residents having the potential to be affected by the same deficient proactive and what corrective action will be taken:

All residents have the potential to be affected.

What measures will be put

have a plastic container with macaroni salad, covered in Saran wrap, with no date opened or label. An open package of hotdogs and a, 3/4 full, open container of tartar sauce did not have a date opened on the packaging. A storage container of salsa had no label or date opened. A plastic storage container with a red lid which a red sauce was observed in the refrigerator, there was no label indicating what was in the storage container or date when placed in the refrigerator. There was an uncovered cardboard egg container filled with broken eggs present in the refrigerator.

The freezer contained a sealed pork loin that was covered in ice crystals. The floor of the freezer contained closed packages of chicken patties, corn on the cob, and boxes of fish fillets resting directly on the floor.

During an interview on 9/24/24 at 10:10 a.m., the DM indicated that all items in the refrigerator should be labeled and dated when opened. The storage containers should be labeled with what was in the container and the date it was placed in the refrigerator. The expired milk should have been thrown away. She was unsure why there was ice crystals on the pork loin. The boxes were on the floor of the freezer because of lack of

into place or what systemic changes the facility will make to ensure that the deficient proactive practice does not reoccur.

An in-service with the dietary team will be conducted on 10/16/24 with Sheila Herbenstrat Certified Dietician of Dining RD. Topics with include proper food storage and food safety, and proper sanitation of dishes and cookware by way of the dish machine.

Dietary staff will in-serviced by the Executive Director on the temp logs, inventory, and dish machine color coded lines and checking and documenting the sanitizer readings daily.

A 5-minute check list will be introduced to dietary staff and all will be expected to complete this list at the beginning of his/her shift. See attachment #1.

How will the corrective actions be monitored to ensure the deficient proactive will not reoccur, ie. What quality assurance

storage space in the freezer.

The low temperature dish machine was observed with the DM on 9/24/24 at 10:15 a.m. During the rinse cycle, the sanitizer was measured at 10 parts per million (ppm). The DM indicated it should be 100 ppm during the rinse cycle.

During an interview on 9/25/24 at 9:50 a.m., the Executive Director indicated the supply line for the sanitizer had been placed in the detergent bottle accidentally. The sanitizer line should have been placed in the sanitizing solution.

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program will be put into place.

The Director of Dietary or designee will monitor the refrigerator, freezer and dry stock food storage areas as well as the chemical testing log for the dish machine. This will be conducted randomly at least 3 times a week for 3 months at which time it will be determined if this monitoring and documentation is still needed or will continue for an indefinite period of time.

The Administrator or designee will monitor the documentation logs weekly as a second check to ensure compliance and this will continue for at least a 3-month period and at which time it will be determined as to whether or not to continue for an indefinite period of time.

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section 441 of this rule, and used as follows...Sec. 177. (a) Except as specified in subsections (b) and (c), food shall be protected from contamination by storing the food as follows... (3) At least six (6) inches above the floor. (4) In a manner to prevent overcrowding. (5) In packages, covered containers, or wrappings...Sec. 191. (a) Except as specified in subsection (d), refrigerated, ready-to-eat, potentially hazardous food prepared and held in a retail food establishment for more than twenty-four (24) hours shall be clearly marked to indicate the date or day by which the food shall be consumed on the premises, sold, or discarded, based on one (1) of the temperature and time combinations specified as follows and the day of preparation shall be counted as day one...(1) Forty-one (41) degrees Fahrenheit or less for a maximum of seven (7) days...."

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting provided it is determined that other safeguards provide sufficient protection to the patients. (See instructions.)

LABORATORY DIRECTOR'S OR
PROVIDER/SUPPLIER REPRESENTATIVE'S
SIGNATURE

TITLE

(X6) DATE