

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 05/03/2024	
NAME OF PROVIDER OR SUPPLIER PRIMROSE RETIREMENT COMMUNITY OF ANDERSON		STREET ADDRESS, CITY, STATE, ZIP CODE 1118 W CROSS ST, ANDERSON, , 46011					
(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 the Investigation of Complaints IN00432559, IN00432225, IN00430109, and IN00429616. Complaint IN00432559 - State deficiencies related to the allegations are cited at R0273. Complaint IN00432225 - State deficiencies related to the allegations are cited at R0273. Complaint IN00430109 - State deficiencies related to the allegations are cited at R0273. Complaint IN00429616 - State deficiencies related to the allegations are cited at R0273. Survey date: 5/3/24 Facility number: 011806 Residential Census: 30 These State Residential Findings are cited in accordance with 410 IAC 16.2-5. Quality review completed May	R 0000					

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	9, 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 store, prepare, and distribute food under safe sanitary conditions. This deficient practice had the potential to impact 30 of 30 residents who resided in the facility. Findings include: During a kitchen tour on 5/3/24 at 9:50 a.m. to 10:10 a.m., the following concerns were observed: Reach-in "Refrigerator 1" contained the following undated and unlabeled items: three bowls of green beans, one bowl of baked beans, one-half of a jug of apple juice, one bakery box of red velvet cake, cut into slices, with spots	R 0273	Please accept this as the Plan of Correction for Primrose Retirement Community of Anderson. We request a paper review. R273 Food and Nutritional Services •What corrective action(s) will be accomplished for those residents found to have been affected by the deficient practice. No residents were affected by the alleged deficient practice. 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. This facility stores, prepares and distributes	05/15/2024

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of moisture bleeding through the frosting, causing pink discoloration of the frosting,

one bowl of beets,

two bowls of cottage cheese,

one pitcher of cranberry juice,

one pitcher of iced tea,

multiple trays of sauce cups- with and without lids- containing honey mustard and Italian dressing,

one bowl of tapioca pudding, and

multiple trays of gelatins and puddings.

During an interview, at the time of the observation, Dietary Employee 2 indicated food was supposed to be dated and labeled. The employee did not know how long food could be held in the refrigerator. The Dietary Manager would instruct employees when to pull out food and dispose of it. There was no posting in the kitchen to offer them guidance regarding how long food could be held in the refrigerator.

During an interview, at the time of the observation, Dietary Employees 2 and 3 both indicated they did not know when the unlabeled and undated food had been

food under safe sanitary conditions.

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

All residents have the potential to be affected by the alleged deficient practice.

Immediate action was taken to remove all undated and unlabeled items from the refrigerator.

All food is dated and labeled according to policy and procedure.

The Dietary manager added labeling and dating to the shift check list.

Guidance was posted in the kitchen regarding how

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prepared.

Reach in "Refrigerator 2" contained the following undated and unlabeled foods:

One bag of cubed ham,

one container of shredded cheese,

one container of green olives,

one container of black olives,

one container of cherry tomatoes,

one container of dried cranberries, and

one large container of thick, green liquid that could not be identified by the staff.

Reach in "Refrigerator 2" contained the following dated, labeled foods, which were older than 7 days:

One container of lentil soup, dated 4/17/24 (16 days old),

one container of minestrone soup, dated 4/19/24 (14 days old),

one pan of roast beef, dated 4/20/24 (13 days old), and

one bag of cubed turkey, dated 4/25/24 (7 days old).

The reach in freezer had a bag of french fries, which was torn

long food could be held in the refrigerator.

The Executive Director had an in-service meeting with staff on 5/6/2024 addressing the importance of storing, preparing, dating, and labeling items placed in the refrigerators.

The drip pans under the burners on the stove and the lip of the overhead exhaust hood are examined for residue and cleaned accordingly.

The Dietary manager added cleaning of the drip pans under the burners on the stove and the lip of the overhead exhaust hood to the shift check list.

The Dietary manager or designee will sign off on the check list after each shift to confirm lists are completed.

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open, and exposing the contents,

two of the three drip pans located under the burners on the stove had a heavy dark brown residue, and

the lip of the overhead exhaust hood had a heavy, liquid, dark grease build-up on it.

The dishwasher had signs posted in the area indicating it was a low-temperature machine. Dietary Employees 2 and 3 indicated they did not know what temperature the wash or rinse water should reach. Both Dietary Employees 2 and 3 indicated they did not know how to test the sanitizer concentration in the rinse water cycle. Both indicated the dietary manager generally did this task and she was off duty today. Both Dietary Employees indicated they did not know where the log for recording dishwasher temperatures and sanitation level was kept. Three dishwasher full cycles were run. The temperatures of the first run was 91 degrees (F) Fahrenheit for the wash and 91 degrees F for the rinse. Dietary Employee 2 indicated the booster needed turned on to heat the rinse water fully. Dietary Employee 2 turned on the booster. The second dish washer cycle was 99 degrees F for the wash and 120 degrees F for the rinse. The

Temperature and sanitizer levels are checked and recorded daily according to regulation.

The Dietary Manager or designee will review all dishwasher temperature and sanitizer level dish machine temperature log and quat sanitizer PPM log daily for 2 weeks and weekly ongoing to ensure temperatures are within the appropriate range.

Food temperatures are taken prior to serving food utilizing the cooking and reheating temperature log.

[The Dietary Manager or designee will review all food temperature cooking and reheating temperature log daily for 2 weeks and weekly ongoing to ensure temperatures are taken prior to food service.](#)

Food is handled safely, and dietary staff wash their hands per state recommendation.

third run cycle was 103 degrees F for the wash and 135 degrees F for the rinse. Dietary Employees 2 and 3 both indicated they did not know if these were acceptable ranges. Dietary Employee 1 indicated some dishes had already been washed using the same dishwasher earlier in the shift.

During the lunch meal service on 5/3/24 from 12:10 p.m. to 12:32 p.m., the following concerns were observed:

Dietary Employee 2 indicated she had not taken the food temperatures prior to beginning to serve food. She did not know she was supposed to temp the food before service. She did not know of any log for recording food temperatures.

Dietary Employee 2 placed a grill cheese sandwich in a pan, cooked the sandwich, and removed it with a spatula. Dietary Employee 2 touched the grilled cheese sandwich with her gloves, resulting in contaminated gloves. With the same contaminated gloved hands, she touched frozen fish and shrimp. She walked to the freezer and touched the freezer handles with the same gloves. Using the same gloved hands, she removed the open container of fries from the freezer. Using the same gloves, she began portioning food on to serving

The Dietary Manager or designee will observe meal services for safe food handling and proper handwashing using hand sanitation log.

Dietary staff will be evaluated for proper handwashing techniques using the hand sanitation log weekly times four and monthly ongoing.

Dietary staff were re-educated on the following policies and procedures: Date Marking, Safe Food Handling, Hand Washing, and Commercial Kitchen Equipment Maintenance and Use on 5/15/2024. Dietary staff were also re-educated on the proper temperature and monitoring of the temperatures for the dishwasher and how to test the sanitizer concentration in the rinse water cycle on 5/15/2024.

plates. With the same contaminated gloves, she touched the food contact surface of the plate. She touched seven (7) plates in this same manner. With the same gloved hands, she placed fries and fish and shrimp in the deep fryer.

At 12:21 p.m., she removed her gloves and went to the hand washing sink. She washed her hands for less than 15 seconds and turned off the faucet with her damp bare hands. She then dried her hands with a paper towel. After washing her hands, she donned gloves. She then began the same process she had displayed earlier touching, food, counter tops, refrigerator and freezer handles, with the same pair of gloves. She repeatedly made contact with the food after her gloves had been contaminated. She touched the food contact portion of the plate while serving meals. This process continued until 12:26 p.m., when she removed her gloves and completed a less than 15 second hand washing and turned off the sink with her wet bare hands.

After washing her hand at 12:26 p.m., she returned to the same method of food preparation and distribution once again. She touched food, plate surfaces, drawers, handles, and cooking equipment all with the same pair

•What measures will be put into place or what systemic changes the facility will make to ensure that the deficient practice does not recur.

Dietary manager or designee will review all dietary refrigerators daily and document using refrigerator/freezer temperature logs [for 2 weeks and weekly ongoing to ensure that](#) items placed in the refrigerators are labeled and dated.

[Dietary manager or designee will review](#) the stove and the overhead exhaust hood daily using the daily cleaning log [for 2 weeks and weekly ongoing to ensure that the](#) stove and the overhead exhaust hood are free from residue.

Dietary manager or designee will review the dishwasher temperature logs daily using the dishwasher machine temperature log for 2 weeks and weekly ongoing to ensure that the dishwasher temperatures and sanitizer levels are in the appropriate range.

of contaminated gloves.

During an observation of the dishwasher area, accompanied by the Administrator on 5/3/24 at 12:37 p.m., the Administrator pointed out a sign posted on the wall of the dishwashing area which indicated wash and rinse water temperature must be a minimum of 120 degrees. She indicated the dishwasher temperature log had not been completed for the month of May 2024 (three days).

A current, 6/4/20, facility policy titled "Commercial Kitchen Equipment Maintenance and Use," provided by the Administrator on 5/3/24 at 1:26 p.m., indicated the following:

"...Exhaust Hood: a.) Remove and clean filters monthly. They may need to be cleaned more often due to the type of food cooked... b.) Empty drip pans. c.) Wipe down the hood to remove excessive grease buildup...."

A current, 1/1/15, facility policy titled "Hand Washing," provided by the Administrator on 5/3/24 at 1:26 p.m., indicated the following:

"...1. Avoid touching the sink...

5. Vigorously rub together all surfaces of the lathered hands for at least 20 seconds...

Dietary Manager or designee will review all food temperature cooking and reheating temperature log daily for 2 weeks and weekly ongoing to ensure temperatures are taken prior to food service.

The Dietary Manager or designee will observe meal services for safe food handling and proper handwashing using the hand sanitation log.

Dietary staff will be evaluated for proper handwashing techniques using the hand sanitation log weekly times four and monthly ongoing

The expectation is 95% completion of all forms. Completion rates will be reported monthly to the Quality Assurance committee.

- How the corrective action(s) will be monitored to ensure the

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10. Use a dry paper towel to turn water off...." A current, undated, facility policy titled "Safe Food Handling," provided by the Administrator on 5/3/24 at 2:17 p.m., indicated the following: "...Food must be served at appropriate temperatures. To measure food temperatures, a probe thermometer may be used. Food temperatures should be recorded prior to meal service...." A current, 9/12/28, facility policy titled "Date Marking," provided by the Administrator on 5/3/24 at 1:26 p.m., indicated the following: "...Serve or discharge refrigerated, ready to eat, potentially hazardous foods within 7 days. Indicate with a separate label the date prepared, the date frozen, the date thawed of any ready to eat...." This citation relates to complaints IN00432559, IN00432225, IN00430109, and IN00429616. Based on observation, interview, and record review, the facility failed to store, prepare, and distribute food under safe sanitary conditions. This	deficient practice will not recur, i.e., what quality assurance program will be put into place; and Dietary manager or designee will check the following logs daily for the next 2 weeks and weekly ongoing to ensure alleged deficiencies do not occur: Dish machine temperature log Quat Sanitizer PPM log Cooking & Reheating temperature log Refrigerator/Freezer temperature log Daily cleaning log Hand sanitation log
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FORM APPROVED

OMB NO. 0938-0391

deficient practice had the potential to impact 30 of 30 residents who resided in the facility.

Findings include:

During a kitchen tour on 5/3/24 at 9:50 a.m. to 10:10 a.m., the following concerns were observed:

Reach-in "Refrigerator 1" contained the following undated and unlabeled items:

three bowls of green beans,

one bowl of baked beans,

one-half of a jug of apple juice,

one bakery box of red velvet cake, cut into slices, with spots of moisture bleeding through the frosting, causing pink discoloration of the frosting,

one bowl of beets,

two bowls of cottage cheese,

one pitcher of cranberry juice,

one pitcher of iced tea,

multiple trays of sauce cups- with and without lids- containing honey mustard and Italian dressing,

one bowl of tapioca pudding, and

multiple trays of gelatins and

[The expectation is 95% completion of all forms. Completion rates will be reported monthly to the Quality Assurance committee.](#)

The Quality Assurance committee will review the findings monthly and take appropriate actions if needed.

By what date the systemic changes will be completed

5/15/2024

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puddings.

During an interview, at the time of the observation, Dietary Employee 2 indicated food was supposed to be dated and labeled. The employee did not know how long food could be held in the refrigerator. The Dietary Manager would instruct employees when to pull out food and dispose of it. There was no posting in the kitchen to offer them guidance regarding how long food could be held in the refrigerator.

During an interview, at the time of the observation, Dietary Employees 2 and 3 both indicated they did not know when the unlabeled and undated food had been prepared.

Reach in "Refrigerator 2" contained the following undated and unlabeled foods:

One bag of cubed ham,

one container of shredded cheese,

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one container of black olives,

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one container of dried cranberries, and

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one large container of thick, green liquid that could not be identified by the staff.

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The reach in freezer had a bag of french fries, which was torn open, and exposing the contents,

two of the three drip pans located under the burners on the stove had a heavy dark brown residue, and

the lip of the overhead exhaust hood had a heavy, liquid, dark grease build-up on it.

The dishwasher had signs posted in the area indicating it was a low-temperature machine. Dietary Employees 2 and 3 indicated they did not know what temperature the wash or rinse water should reach. Both Dietary Employees

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At 12:21 p.m., she removed her gloves and went to the hand washing sink. She washed her hands for less than 15 seconds and turned off the faucet with her damp bare hands. She then dried her hands with a paper towel. After washing her hands, she donned gloves. She then began the same process she

had displayed earlier touching, food, counter tops, refrigerator and freezer handles, with the same pair of gloves. She repeatedly made contact with the food after her gloves had been contaminated. She touched the food contact portion of the plate while serving meals. This process continued until 12:26 p.m., when she removed her gloves and completed a less than 15 second hand washing and turned off the sink with her wet bare hands.

After washing her hand at 12:26 p.m., she returned to the same method of food preparation and distribution once again. She touched food, plate surfaces, drawers, handles, and cooking equipment all with the same pair of contaminated gloves.

During an observation of the dishwasher area, accompanied by the Administrator on 5/3/24 at 12:37 p.m., the Administrator pointed out a sign posted on the wall of the dishwashing area which indicated wash and rinse water temperature must be a minimum of 120 degrees. She indicated the dishwasher temperature log had not been completed for the month of May 2024 (three days).

A current, 6/4/20, facility policy titled "Commercial Kitchen Equipment Maintenance and Use," provided by the

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Administrator on 5/3/24 at 1:26 p.m., indicated the following:

"...Exhaust Hood: a.) Remove and clean filters monthly. They may need to be cleaned more often due to the type of food cooked... b.) Empty drip pans. c.) Wipe down the hood to remove excessive grease buildup...."

A current, 1/1/15, facility policy titled "Hand Washing," provided by the Administrator on 5/3/24 at 1:26 p.m., indicated the following:

"...1. Avoid touching the sink...

5. Vigorously rub together all surfaces of the lathered hands for at least 20 seconds...

10. Use a dry paper towel to turn water off...."

A current, undated, facility policy titled "Safe Food Handling," provided by the Administrator on 5/3/24 at 2:17 p.m., indicated the following:

"...Food must be served at appropriate temperatures. To measure food temperatures, a probe thermometer may be used. Food temperatures should be recorded prior to meal service...."

A current, 9/12/28, facility policy titled "Date Marking," provided

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by the Administrator on 5/3/24
at 1:26 p.m., indicated the
following:

"...Serve or discharge
refrigerated, ready to eat,
potentially hazardous foods
within 7 days.

Indicate with a separate label
the date prepared, the date
frozen, the date thawed of any
ready to eat...."

This citation relates to
complaints IN00432559,
IN00432225, IN00430109, and
IN00429616.

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