

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 10/18/2022	
NAME OF PROVIDER OR SUPPLIER GRAND MARQUIS, THE		STREET ADDRESS, CITY, STATE, ZIP CODE 300 E WASHINGTON BLVD, FORT WAYNE, , 46802					
(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 IN00392342 and IN00392528 Complaint IN00392342 - Substantiated. State deficiencies related to the allegations are cited at R0052, R0090, R0149, R0273 and R0406. Complaint IN00392528 - Substantiated. State deficiencies related to the allegations are cited at R0052, R0090, R0149, R0273 and R0406. Survey date: October 18, 2022 Facility number: 012288 Residential Census: 81 These State Residential Findings are cited in accordance with 410 IAC 16.2-5. Quality review completed October 20, 2022	R 0000					

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R 0052	Residents' Rights - Offense 410 IAC 16.2-5-1.2(v)(1-6) (v) Residents have the right to be free from: (1) sexual abuse; (2) physical abuse; (3) mental abuse; (4) corporal punishment; (5) neglect; and (6) involuntary seclusion. Based on observation, interview and record review, the facility failed to ensure systemic neglect did not occur related to the lack of hot water, and the presence of bugs in resident rooms and food service areas, affecting 81 of 81 residents residing in the facility. This resulted in resident depression, fear of eating food provided from the kitchen, and embarrassment related to the facility conditions. Findings include: 1. On 10/17/22, the Indiana Department of Health received allegations including there was no hot water in the facility, there were bed bugs crawling on residents as they sat in the dining room eating their meals, resident rooms had bed bugs	R 0052	1. Resident Rights: -Hot water was restored to the facility for bathing and cleansing 10/26/22. -Residents were offered and/or assisted to bathe as of 10/26/22 and is ongoing per the resident bathing schedule. -Food Service areas were treated by pest control 10/28/22. -Food Service areas were cleaned 10/18/22. -Changes to the food service systems and serving area in the dining room continue to be reviewed and made to improve the overall sanitation, aesthetics, and presentation to improve the resident's overall dining experience. -A resident support group will be held weekly to hear from the residents and address their concerns starting 11/7/22. Hot Water: -The boiler system was repaired by the contractor on 10/25/22 and 10/26/22. -Hot water to the facility was re-stored on 10/26/22. -Water temperatures were	11/11/2022
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and cockroaches. There were allegations of numerous cockroaches in the kitchen and servery where meals were served to the dining room.

On 10/18/22 at 10:18 A.M., the Director of Nursing (DON) was interviewed. She indicated the facility had been without hot water for a couple of weeks. She indicated there had been some hot water on the 4th floor only, last week, so staff had been directed to have residents shower on that floor, however, there was no longer any hot water anywhere in the facility. She indicated the facility had chronic recurrent issues with bed bugs cockroaches and used an exterminator who had visited the facility 2-3 times per week, however, the exterminator had not been to the facility since 9/30/22.

On 10/18/22 at 10:33 A.M., a tour of the kitchen, dining room, and servery was completed with the dietary manager. In the kitchen, there were no active cockroaches observed. There were several cardboard boxes on the floor with vegetables recently delivered to the facility. There were other closed cardboard boxes on the floor throughout the kitchen, holding unknown items. The dietary manager indicated they tried to get things out of the cardboard boxes as soon as they came

checked in resident rooms as of 10/28/22 and is ongoing.

-Residents were offered and/or assisted to bathe as of 10/26/22 and is ongoing per the resident bathing schedule.

Infection Control:

-Dishes and food items were removed from the dining room serving bar & cabinets 10/18/22.

-The cabinets and serving area in the dining service area were cleaned 10/18/22.

-The Kitchen was cleaned on 10/20/22 and is ongoing.

-The Kitchen Cleaning schedule is in place as of 10/20/22 and is ongoing.

-The water leak in the kitchen/dining room service hall was repaired 10/20/22.

-The kitchen/dining room service hall was cleaned 10/20/22 and is ongoing.

-The ongoing pest control program has been in place but has been aggressively increased for the facility on 10/28/22.

-Food Service areas in the dining room were treated by Pest Control 10/28/22.

-The kitchen/dining room

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into the kitchen to try and keep down the number of cockroaches however, it wasn't always possible. In the hallway, between the kitchen and dining room where food was brought out from the kitchen to the server, was a tall metal cart with bags of hot dog and hamburger buns. A few feet beyond the cart, was a garbage can sitting on the floor, 1/2 full of water. The ceiling tiles above were torn and some were partially hanging off the ceiling. A live cockroach was observed running across the floor from under the garbage can. The dietary manager saw the cockroach and removed the garbage can. The dietary manager indicated there had been a leak in the ceiling waiting to be repaired. In the server, with cupboards above and below counter tops, sat a steamer with covered food for lunch. Next to the steamer was a large counter with a container of condiments on top. A live cockroach came out from under the container and ran across the counter top. The dietary manager was unable to catch it. It went down the other side of the counter facing the dining room. On the floor and bottom open cupboards below the counter, were several live and dead brown bugs. In the upper cupboards, were plates and bowls used to place food on from the steam tables. One	service hall was treated by Pest Control 10/28/22. -Resident rooms 312, 916, 917, and 1120 were treated by Pest Control 10/28/22. -The dining room serving cabinet was removed and demolished on 10/30/22. -Ceiling tiles in the kitchen/dining room service hall were replaced 11/3/22. -The kitchen/dining room service hall and ceiling area was fumigated by pest control 11/4/22. -Pest Control Monitoring is in place throughout the facility and ongoing in food prep/dining areas and resident rooms, to monitor and track any infestation target areas, as well as, the progress of the pest control program. 2. All 81 residents have the potential to be affected. -An audit was completed on 11/4/2022 to identify residents who feel depressed, are fearful of eating the food from the kitchen, and are embarrassed due to facility conditions. -An audit was completed on 11/4/2022 to identify residents are experiencing pest
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cupboard, held plastic plates/bowls with dead cockroaches in a glue box next to the clean plates/bowls. A second cupboard held paper plates/bowls. There were several dead cockroaches in glue boxes next to the paper plates/bowls. When asked, the dietary manager indicated cockroaches were a continuous problem at the facility and had gotten better. However, there had been no exterminators in to spray so they were seeing more roaches and other bugs. She indicated the facility currently had no hot water but their dishwashing machine used chemicals for cleaning and heated the water used for cleaning dishes. For cleaning surfaces, staff had to use cold water. On 10/18/22 at 11:52 A.M., the Administrator was interviewed. She indicated there was a problem with the hot water circulating pump which was discovered on 10/4/22. On 10/5/22, a plumbing and heating company came out to assess the problem and provided quotes for fixing the pump. She indicated parts were ordered and scheduled to arrive and be installed on Thursday, 10/20/22. She indicated the facility had an ongoing issue with bed bugs, cockroaches and used exterminating services who had not been in recently due to	infestation. -An audit was completed starting 10/28/22 by the pest control company and is ongoing to identify any resident who has bed bugs or roaches. -An audit of residents weights was conducted to identify any residents who have experienced potential weight loss as of 11/4/22. 3. -IDT was in-serviced on 11/4/22 by the Administrator on ANE r/t hot water temperatures, and the right to live in a pest free environment. -Maintenance Staff were in-serviced by the Administrator on the appropriate water temperatures for the facility on 11/4/22. -Staff and Residents were informed by the Administrator on 11/4/22 of the facility's pest control program in which residents have to accept pest control services and housekeeping services to assist with pest/infestation remediation. -Facility staff were educated by the Administrator on infection control procedures related to infestation of roaches and bed bugs on 11/4/22.	
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billing issues. She indicated all 81 residents residing in the facility ate thier meals from the kitchen. A Pest Sighting Log, used to inform the exterminator which rooms to treat, was provided by the Administrator on 10/18/22 at 12:57 P.M. The log indicated the following: -10/7/22 and 10/11/22, bed bugs and roaches were observed in the bathroom, room, and wheelchair of resident room 312. -10/8/22, cockroaches were observed around the front desk. -10/8/22 and 10/11/22, bed bugs and cockroaches were in the room and bathroom of 1120. -10/12/22, bed bugs were observed in room 917. -10/15/22, bed bugs were observed in room 916. The Pest Sighting Log indicated there had been no treatment from the exterminator since 9/30/22. Confidential interviews were conducted on 10/18/22 as follows: -Resident B was observed seated outside the facility smoking. He indicated there hadn't been any hot water for	-Dietary staff were educated by the Dietary Manager on 11/4/22 on infection control & sanitation procedures related to infestation in food prep and dining areas. 4. The Maintenance and Housekeeping Directors, with oversight from the Administrator, will conduct daily audits for 6 months, by testing water temperatures in resident rooms to ensure the facility has hot water of the appropriate temperature for the residents to bathe, in addition to, conducting daily audits of resident rooms and common areas for monitoring or detection of pest infestation; The Dietary and Maintenance Directors, with oversight from the Administrator, will conduct Daily inspections of the kitchen and dining service areas for 6 months, to ensure there are no pests in the food prep and service areas; And, residents will interviewed by the IDT on a monthly basis for 6 months, to assess their overall well-being of the facility sanitation and infection control related to the physical environment and food service. The findings from the audits will be reviewed during the facility's Monthly QAPI meeting until there is 100% compliance.	
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the past week.

-Resident C and Resident D were observed in the lobby and were asked about the hot water. Both replied it had been a few weeks since they'd had hot water.

-Resident E was asked about hot water. He indicated he hadn't showered in 2 weeks because there'd been no hot water.

-Resident F sat outside the dining room waiting for lunch. They indicated they hadn't had a shower in 2 weeks and finally had to use cold water to clean their sensitive parts because they were "dirty" and "smelled".

-Resident G indicated they were embarrassed, depressed, and scared of the bed bugs and cockroaches in their room. Resident G indicated they had reported the bugs to staff. They indicated they tried to stay clean but still got bugs frequently.

-Resident H indicated they were afraid to eat the food because the facility had cockroaches in the kitchen and dining room.

-Staff member 2 indicated staff would use a shop vac to clean themselves off of bed bugs and cockroaches when their shift was over.

-Staff member 3 indicated there

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had been no hot water for over 2 weeks. They indicated there had been no exterminator in for the month of October and had been told it was due to the bill not being paid. They indicated they had seen cockroaches in their workspace.

-Staff member 4 indicated they had seen cockroaches around the front desk within the past 3 weeks.

-Staff member 5 indicated staff tried to kill any live roaches that were seen but the facility was infested with them. They indicated residents had been observed in the dining room with bed bugs crawling on their clothing.

A current policy, titled "Abuse, Neglect and Exploitation", provided by the DON on 10/18/22 at 12:57 P.M., stated the following: "Purpose: To establish guidelines and operationalize each of seven components to assure that the facility prohibits abuse and neglect at all times...Neglect is the failure of the facility, it's employees or service providers to provide goods and services to a resident that are necessary to avoid physical harm, pain, mental anguish, or emotional distress...."

This Residential tag relates to Complaints IN00392342 and

IN00392528.

Based on observation, interview and record review, the facility failed to ensure systemic neglect did not occur related to the lack of hot water, and the presence of bugs in resident rooms and food service areas, affecting 81 of 81 residents residing in the facility. This resulted in resident depression, fear of eating food provided from the kitchen, and embarrassment related to the facility conditions.

Findings include:

1. On 10/17/22, the Indiana Department of Health received allegations including there was no hot water in the facility, there were bed bugs crawling on residents as they sat in the dining room eating their meals, resident rooms had bed bugs and cockroaches. There were allegations of numerous cockroaches in the kitchen and servery where meals were served to the dining room.

On 10/18/22 at 10:18 A.M., the Director of Nursing (DON) was interviewed. She indicated the facility had been without hot water for a couple of weeks. She indicated there had been some hot water on the 4th floor only, last week, so staff had been directed to have residents shower on that floor, however,

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there was no longer any hot water anywhere in the facility. She indicated the facility had chronic recurrent issues with bed bugs cockroaches and used an exterminator who had visited the facility 2-3 times per week, however, the exterminator had not been to the facility since 9/30/22.

On 10/18/22 at 10:33 A.M., a tour of the kitchen, dining room, and servery was completed with the dietary manager. In the kitchen, there were no active cockroaches observed. There were several cardboard boxes on the floor with vegetables recently delivered to the facility. There were other closed cardboard boxes on the floor throughout the kitchen, holding unknown items. The dietary manager indicated they tried to get things out of the cardboard boxes as soon as they came into the kitchen to try and keep down the number of cockroaches however, it wasn't always possible. In the hallway, between the kitchen and dining room where food was brought out from the kitchen to the servery, was a tall metal cart with bags of hot dog and hamburger buns. A few feet beyond the cart, was a garbage can sitting on the floor, 1/2 full of water. The ceiling tiles above were torn and some were partially hanging off the ceiling. A live cockroach was observed

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running across the floor from under the garbage can. The dietary manager saw the cockroach and removed the garbage can. The dietary manager indicated there had been a leak in the ceiling waiting to be repaired. In the servery, with cupboards above and below counter tops, sat a steamer with covered food for lunch. Next to the steamer was a large counter with a container of condiments on top. A live cockroach came out from under the container and ran across the counter top. The dietary manager was unable to catch it. It went down the other side of the counter facing the dining room. On the floor and bottom open cupboards below the counter, were several live and dead brown bugs. In the upper cupboards, were plates and bowls used to place food on from the steam tables. One cupboard, held plastic plates/bowls with dead cockroaches in a glue box next to the clean plates/bowls. A second cupboard held paper plates/bowls. There were several dead cockroaches in glue boxes next to the paper plates/bowls. When asked, the dietary manager indicated cockroaches were a continuous problem at the facility and had gotten better. However, there had been no exterminators in to spray so they were seeing more roaches and other bugs. She

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indicated the facility currently had no hot water but their dishwashing machine used chemicals for cleaning and heated the water used for cleaning dishes. For cleaning surfaces, staff had to use cold water.

On 10/18/22 at 11:52 A.M., the Administrator was interviewed. She indicated there was a problem with the hot water circulating pump which was discovered on 10/4/22. On 10/5/22, a plumbing and heating company came out to assess the problem and provided quotes for fixing the pump. She indicated parts were ordered and scheduled to arrive and be installed on Thursday, 10/20/22. She indicated the facility had an ongoing issue with bed bugs, cockroaches and used exterminating services who had not been in recently due to billing issues. She indicated all 81 residents residing in the facility ate thier meals from the kitchen.

A Pest Sighting Log, used to inform the exterminator which rooms to treat, was provided by the Administrator on 10/18/22 at 12:57 P.M. The log indicated the following:

-10/7/22 and 10/11/22, bed bugs and roaches were observed in the bathroom, room, and wheelchair of

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resident room 312. -10/8/22, cockroaches were observed around the front desk. -10/8/22 and 10/11/22, bed bugs and cockroaches were in the room and bathroom of 1120. -10/12/22, bed bugs were observed in room 917. -10/15/22, bed bugs were observed in room 916. The Pest Sighting Log indicated there had been no treatment from the exterminator since 9/30/22. Confidential interviews were conducted on 10/18/22 as follows: -Resident B was observed seated outside the facility smoking. He indicated there hadn't been any hot water for the past week. -Resident C and Resident D were observed in the lobby and were asked about the hot water. Both replied it had been a few weeks since they'd had hot water. -Resident E was asked about hot water. He indicated he hadn't showered in 2 weeks because there'd been no hot water. -Resident F sat outside the			
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-Resident H indicated they were afraid to eat the food because the facility had cockroaches in the kitchen and dining room.

-Staff member 2 indicated staff would use a shop vac to clean themselves off of bed bugs and cockroaches when their shift was over.

-Staff member 3 indicated there had been no hot water for over 2 weeks. They indicated there had been no exterminator in for the month of October and had been told it was due to the bill not being paid. They indicated they had seen cockroaches in their workspace.

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R 0090	Administration and Management - Deficiency 410 IAC 16.2-5-1.3(g)(1-6) (g) The administrator is responsible for the overall management of the facility. The responsibilities of the administrator shall include, but are not limited to, the following: (1) Informing the division within twenty-four (24) hours of becoming aware of an unusual occurrence	R 0090	1. -ISDH was notified by the Administrator that the facility had no hot water on 10/18/22. Follow-Up reports were sent to ISDH on 10/21/22 and 10/26/22 updating ISDH on the status of the hot water. -Hot water was restored to the facility on 10/26/22.	10/26/2022

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that directly threatens the welfare, safety, or health of a resident. Notice of unusual occurrence may be made by telephone, followed by a written report, or by a written report only that is faxed or sent by electronic mail to the division within the twenty-four (24) hour time period. Unusual occurrences include, but are not limited to: (A) epidemic outbreaks; (B) poisonings; (C) fires; or (D) major accidents. If the division cannot be reached, a call shall be made to the emergency telephone number published by the division. (2) Promptly arranging for or assisting with the provision of medical, dental, podiatry, or nursing care or other health care services as requested by the resident or resident's legal representative. (3) Obtaining director approval prior to the admission of an individual under eighteen (18) years of age to an adult facility. (4) Ensuring the facility maintains, on the premises, an accurate record of actual time worked that indicates the: (A) employee's full name; and (B) dates and hours worked during the past twelve (12) months. (5) Posting the results of the most		2. -A Review of incidents was completed by the Administrator on 10/19/22 to determine if any incidents or occurrences were reportable in nature per ISDH guidelines. 3. -On 10/26/22, the Administrator was in-serviced by Human Resources on the facility's State Reportable Incident Policy. 4. The Director of Nursing, with oversight from the Administrator, will conduct monthly audits for 6 months, by reviewing occurrences, to furthermore, identify and ensure reportable incidents under the Reportable Incident Policy and ISDH Reportable Unusual Occurrence Policy are reported to ISDH with the timeframe specified. The findings from the audits will be reviewed during the facility's Monthly QAPI meeting until there is 100% compliance.	
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recent annual survey of the facility conducted by state surveyors, any plan of correction in effect with respect to the facility, and any subsequent surveys. The results must be available for examination in the facility in a place readily accessible to residents and a notice posted of their availability.

(6) Maintaining reports of surveys conducted by the division in each facility for a period of two (2) years and making the reports available for inspection to any member of the public upon request

Based on interview and record review, the facility failed to report the loss of hot water in the building. This affected 81 of 81 residents who resided in the facility.

Findings include:

On 10/17/22, the Indiana Department of Health received numerous allegations the facility had no hot water for bathing or cleaning for the past 2-3 weeks.

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On 10/18/22 at 10:18 A.M., the Director of Nursing (DON) was interviewed. She indicated the facility had been without hot water for a couple of weeks. She indicated there had been hot water on the 4th floor only, last week, so staff had been directed to have residents shower on that floor, however, there was no longer any hot water anywhere in the facility.

On 10/18/22 at 11:52 A.M., the Administrator was interviewed. She indicated there was a problem with the hot water circulating pump which was discovered on 10/4/22. On 10/5/22, a plumbing and heating company came out to assess the problem and provided quotes for fixing the pump. She indicated parts were ordered and scheduled to arrive and be installed on Thursday, 10/20/22. Residents who were incontinent were provided with incontinent cleansing cloths. There were no other interventions provided to assist residents with bathing and hygiene while awaiting repair of the heating pump. The Administrator indicated she hadn't known that the lack of hot water was reportable to the Indiana State Department of Health.

The "Long Term Care Incident Reporting Policy" was provided by the Administrator on 10/18/22 at 12:57 P.M. which

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indicated: "Residential Care Facilities-are to inform the division within 24 hours of becoming aware of an unusual occurrence...Types of incidents reportable under Residential State rules...k) Utility interruption of more than 4 hours in length in one or more major utilities to the facility, such as...water supply, plumbing...A follow up report must be submitted within 5 working days after the initial report...."

This Residential tag relates to Complaints IN00392342 and IN00392528.

Based on interview and record review, the facility failed to report the loss of hot water in the building. This affected 81 of 81 residents who resided in the facility.

Findings include:

On 10/17/22, the Indiana Department of Health received numerous allegations the facility had no hot water for bathing or cleaning for the past 2-3 weeks.

On 10/18/22 at 10:18 A.M., the Director of Nursing (DON) was interviewed. She indicated the facility had been without hot water for a couple of weeks. She indicated there had been hot water on the 4th floor only, last week, so staff had been directed to have residents shower on that floor, however,

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there was no longer any hot water anywhere in the facility.

On 10/18/22 at 11:52 A.M., the Administrator was interviewed. She indicated there was a problem with the hot water circulating pump which was discovered on 10/4/22. On 10/5/22, a plumbing and heating company came out to assess the problem and provided quotes for fixing the pump. She indicated parts were ordered and scheduled to arrive and be installed on Thursday, 10/20/22. Residents who were incontinent were provided with incontinent cleansing cloths. There were no other interventions provided to assist residents with bathing and hygiene while awaiting repair of the heating pump. The Administrator indicated she hadn't known that the lack of hot water was reportable to the Indiana State Department of Health.

The "Long Term Care Incident Reporting Policy" was provided by the Administrator on 10/18/22 at 12:57 P.M. which indicated: "Residential Care Facilities-are to inform the division within 24 hours of becoming aware of an unusual occurrence...Types of incidents reportable under Residential State rules...k) Utility interruption of more than 4 hours in length in one or more major utilities to the facility, such

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	as...water supply, plumbing...A follow up report must be submitted within 5 working days after the initial report...." This Residential tag relates to Complaints IN00392342 and IN00392528.			
R 0149	Sanitation and Safety Standards - Deficiency 410 IAC 16.2-5-1.5(f) (f) The facility shall have a pest control program in operation in compliance with 410 IAC 7-24. Based on observation and interviews, the facility failed to provide adequate pest control for 81 of 81 residents residing in the facility. Findings include: On 10/18/22 at 10:18 A.M., the Director of Nursing (DON) was interviewed. She indicated the facility had chronic and recurrent issues with bed bugs, cockroaches and used an exterminator who had visited the facility 2-3 times per week, however, the exterminator had not been to the facility since 9/30/22. On 10/18/22 at 10:33 A.M., a tour of the kitchen, dining room, and servery was completed with the dietary manager. In the kitchen, there were no active	R 0149	1. -The ongoing pest control program has been in place but has been aggressively increased for the facility on 10/28/22. -Food Service areas in the dining room were treated by Pest Control 10/28/22. -The kitchen/dining room service hall was treated by Pest Control 10/28/22. -Resident rooms 312, 916, 917, and 1120 were treated by Pest Control 10/28/22. -The kitchen/dining room service hall and ceiling area was fumigated by Pest Control 11/4/22. -Pest Control Monitoring is in place throughout the facility and ongoing in food prep/dining areas and resident rooms, to monitor and track any infestation target areas, as well as, the progress of the pest control program.	11/11/2022

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cockroaches observed. In the hallway, between the kitchen and dining room where food was brought out from the kitchen to the server, was a tall metal cart with bags of hot dog and hamburger buns. A few feet beyond the cart, was a garbage can sitting on the floor, 1/2 full of water. The ceiling tiles above were missing and some were partially hanging off the ceiling. A live cockroach was observed running across the floor from under the garbage can. The dietary manager saw the bug and removed the trash can. In the server, the cupboards above and below counter tops, was a steamer with covered food for lunch. Next to the steamer was a large counter. There was a container of condiments on the counter. A live cockroach came out from under the container and ran across the counter top. The dietary manager was unable to catch it. The bug went down the other side of the counter which faced the dining room. On the floor and bottom open cupboards below the counter, were several live and dead brown bugs. In the upper cupboards, sat plates and bowls which were used to place food on from the steam tables. One cupboard held plastic plates/bowls and had dead cockroaches in a glue box next to the clean plates/bowls. A second cupboard held paper	2. All 81 residents have the potential to be affected. -An audit was completed on 11/4/2022 to identify residents are experiencing pest infestation. -An audit was completed starting 10/28/22 by the Pest Control company and is ongoing to identify any resident who has bed bugs or roaches. 3. -The Maintenance Director was in-serviced by the Administrator on 11/4/22 on ensuring that the facility maintains a continuous and ongoing Pest Control Program. 4. The Maintenance and Housekeeping Directors, with oversight from the Administrator, will conduct daily audits for 6 months, to assess resident rooms and common areas for monitoring or detection of pest infestation; The Dietary and Maintenance Directors will conduct Daily inspections for 6 months, to assess the kitchen and dining service areas to ensure there are no pests in the food prep and service areas; And, residents will interviewed by the IDT on a monthly basis for 6 months, to assess the	
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plates/bowls. There were several dead cockroaches in glue boxes next to the paper plates/bowls. When asked, the dietary manager indicated cockroaches were a continuous problem at the facility, had gotten better, however, there had been no exterminators in this month to spray so they were seeing more roaches and other bugs.

On 10/18/22 at 11:52 A.M., the Administrator was interviewed. She indicated the facility had an ongoing issue with bed bugs, cockroaches and used exterminating services who had not been in recently due to billing issues.

A Pest Sighting Log, used to inform the exterminator which rooms to treat, was provided by the Administrator on 10/18/22 at 12:57 P.M., indicated the following:

-10/7/22 and 10/11/22, bed bugs and roaches were observed in the bathroom, room, and wheelchair of resident room 312.

-10/8/22, cockroaches were observed around the front desk.

-10/8/22 and 10/11/22, bed bugs and cockroaches were in the room and bathroom of 1120.

residents overall well-being of the facility sanitation and infection control related to the physical environment and food service. The findings from the audits will be reviewed during the facility's Monthly QAPI meeting until there is 100% compliance.

-10/12/22, bed bugs were observed in room 917.

-10/15/22, bed bugs were observed in room 916.

The Pest Sighting Log indicated there had been no treatment from the exterminator since 9/30/22.

Confidential interviews were conducted on 10/18/22, which were as follows:

-Resident G indicated she had bed bugs and cockroaches in her room which had been reported to staff. She indicated she tried to stay clean so she wouldn't get them but got them frequently. She indicated she hated them and they scared her when they came out.

- Resident H indicated they were afraid to eat the food because the kitchen and dining room had cockroaches.

-Staff member 2 indicated staff would use a shop vac to clean themselves off of bed bugs and cockroaches when their shift was over.

-Staff member 3 indicated there had been no exterminator in for the month of October and was told it was due to the bill not being paid. They indicated they had seen cockroaches in their workspace.

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-Staff member 4 indicated they had seen cockroaches around the front desk within the past 3 weeks.

-Staff member 5 indicated staff tried to kill any live roaches that were seen but the facility was infested with them. They indicated residents had been observed in the dining room with bed bugs crawling on their clothing.

A current policy, titled "Insect Infestation Control" provided by the DON on 10/18/22 at 12:57 P.M., stated the following: "All residents, staff, and visitors have the right to live/visit/work in a clean, safe environment. A Contracted professional exterminator is retained for routine treatment on a monthly basis to prevent/control normal pests such as ants, gnats, spiders, etc. If unusual insects (example: roaches or bedbugs) are sighted, staff should immediately report the location/type of suspected insect to maintenance staff, the Administrator or immediate supervisor...Maintenance staff is responsible for contacting the exterminator for a visit to treat and/or identify the type of insect...."

This Residential tag relates to Complaints IN00392342 and IN00392528.

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Based on observation and interviews, the facility failed to provide adequate pest control for 81 of 81 residents residing in the facility.

Findings include:

On 10/18/22 at 10:18 A.M., the Director of Nursing (DON) was interviewed. She indicated the facility had chronic and recurrent issues with bed bugs, cockroaches and used an exterminator who had visited the facility 2-3 times per week, however, the exterminator had not been to the facility since 9/30/22.

On 10/18/22 at 10:33 A.M., a tour of the kitchen, dining room, and servery was completed with the dietary manager. In the kitchen, there were no active cockroaches observed. In the hallway, between the kitchen and dining room where food was brought out from the kitchen to the servery, was a tall metal cart with bags of hot dog and hamburger buns. A few feet beyond the cart, was a garbage can sitting on the floor, 1/2 full of water. The ceiling tiles above were missing and some were partially hanging off the ceiling. A live cockroach was observed running across the floor from under the garbage can. The dietary manager saw the bug and removed the trash can. In the servery, the cupboards

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above and below counter tops, was a steamer with covered food for lunch. Next to the steamer was a large counter. There was a container of condiments on the counter. A live cockroach came out from under the container and ran across the counter top. The dietary manager was unable to catch it. The bug went down the other side of the counter which faced the dining room. On the floor and bottom open cupboards below the counter, were several live and dead brown bugs. In the upper cupboards, sat plates and bowls which were used to place food on from the steam tables. One cupboard held plastic plates/bowls and had dead cockroaches in a glue box next to the clean plates/bowls. A second cupboard held paper plates/bowls. There were several dead cockroaches in glue boxes next to the paper plates/bowls. When asked, the dietary manager indicated cockroaches were a continuous problem at the facility, had gotten better, however, there had been no exterminators in this month to spray so they were seeing more roaches and other bugs.

On 10/18/22 at 11:52 A.M., the Administrator was interviewed. She indicated the facility had an ongoing issue with bed bugs, cockroaches and used

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exterminating services who had not been in recently due to billing issues.

A Pest Sighting Log, used to inform the exterminator which rooms to treat, was provided by the Administrator on 10/18/22 at 12:57 P.M., indicated the following:

-10/7/22 and 10/11/22, bed bugs and roaches were observed in the bathroom, room, and wheelchair of resident room 312.

-10/8/22, cockroaches were observed around the front desk.

-10/8/22 and 10/11/22, bed bugs and cockroaches were in the room and bathroom of 1120.

-10/12/22, bed bugs were observed in room 917.

-10/15/22, bed bugs were observed in room 916.

The Pest Sighting Log indicated there had been no treatment from the exterminator since 9/30/22.

Confidential interviews were conducted on 10/18/22, which were as follows:

-Resident G indicated she had bed bugs and cockroaches in her room which had been reported to staff. She indicated she tried to stay clean so she

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wouldn't get them but got them frequently. She indicated she hated them and they scared her when they came out.

- Resident H indicated they were afraid to eat the food because the kitchen and dining room had cockroaches.

-Staff member 2 indicated staff would use a shop vac to clean themselves off of bed bugs and cockroaches when their shift was over.

-Staff member 3 indicated there had been no exterminator in for the month of October and was told it was due to the bill not being paid. They indicated they had seen cockroaches in their workspace.

-Staff member 4 indicated they had seen cockroaches around the front desk within the past 3 weeks.

-Staff member 5 indicated staff tried to kill any live roaches that were seen but the facility was infested with them. They indicated residents had been observed in the dining room with bed bugs crawling on their clothing.

A current policy, titled "Insect Infestation Control" provided by the DON on 10/18/22 at 12:57 P.M., stated the following: "All residents, staff, and visitors have the right to live/visit/work in

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	a clean, safe environment. A Contracted professional exterminator is retained for routine treatment on a monthly basis to prevent/control normal pests such as ants, gnats, spiders, etc. If unusual insects (example: roaches or bedbugs) are sighted, staff should immediately report the location/type of suspected insect to maintenance staff, the Administrator or immediate supervisor...Maintenance staff is responsible for contacting the exterminator for a visit to treat and/or identify the type of insect...." This Residential tag relates to Complaints IN00392342 and IN00392528.			
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 and interview, the facility failed to keep food preparation and serving areas clean and free from pests. This affected 81 of 81 residents residing in the facility.	R 0273	1. -Dishes and food items were removed from the dining room serving bar & cabinets 10/18/22. -The cabinets and serving area in the dining service area were cleaned 10/18/22. -The Kitchen was cleaned on 10/20/22 and is ongoing. -The Kitchen Cleaning schedule is in place as of 10/20/22 and is ongoing. -The water leak in the kitchen/dining room service hall	11/11/2022

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Findings include: On 10/17/22, the Indiana Department of Health received allegations the facility had no hot water for cleaning, there were bed bugs crawling on residents as they sat in the dining room eating their meals, and numerous cockroaches were in the kitchen and servery where meals were served from in the dining room. On 10/18/22 at 10:33 A.M., a tour of the kitchen, dining room, and servery was completed with the dietary manager. In the kitchen, there were no active cockroaches observed. In the hallway, between the kitchen and dining room where food was brought out from the kitchen to the servery, was a tall metal cart with bags of hot dog and hamburger buns. A few feet beyond the cart, was a garbage can sitting on the floor, 1/2 full of water. The ceiling tiles above were missing and some were partially hanging off the ceiling. A live cockroach was observed running across the floor from under the garbage can. The dietary manager saw the bug and removed the trash can. In the servery, the cupboards above and below counter tops, was a steamer with covered food for lunch. Next to the steamer was a large counter. There was a container of condiments on the counter. A	was repaired 10/20/22. -The kitchen/dining room service hall was cleaned 10/20/22 and is ongoing. -The ongoing pest control program has been in place but has been aggressively increased for the facility on 10/28/22. -Food Service areas in the dining room were treated by Pest Control 10/28/22. -The kitchen/dining room service hall was treated by Pest Control 10/28/22. -Resident rooms 312, 916, 917, and 1120 were treated by Pest Control 10/28/22. -The dining room serving cabinet was removed and demolished on 10/30/22. -Ceiling tiles in the kitchen/dining room service hall were replaced 11/3/22. -The kitchen/dining room service hall and ceiling area was fumigated by pest control 11/4/22. -Pest Control Monitoring is in place throughout the facility and ongoing in food prep/dining areas and resident rooms, to monitor and track any infestation target areas, as well as, the progress of the pest	
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live cockroach came out from under the container and ran across the counter top. The dietary manager was unable to catch it. The bug went down the other side of the counter which faced the dining room. On the floor and bottom open cupboards below the counter, were several live and dead brown bugs. In the upper cupboards, sat plates and bowls which were used to place food on from the steam tables. One cupboard held plastic plates/bowls and had dead cockroaches in a glue box next to the clean plates/bowls. A second cupboard held paper plates/bowls. There were several dead cockroaches in glue boxes next to the paper plates/bowls. When asked, the dietary manager indicated cockroaches were a continuous problem at the facility, had gotten better, however, there had been no exterminators in this month to spray so they were seeing more roaches and other bugs. On 10/18/22 at 11:52 A.M., the Administrator was interviewed. She indicated the facility had an ongoing issue with bed bugs, cockroaches and used exterminating services who had not been in recently due to billing issues. Confidential interviews with residents, on 10/18/22,	control program. 2. All 81 residents have the potential to be affected. -An audit was completed on 11/4/2022 to identify residents are experiencing pest infestation. -An audit was completed starting 10/28/22 by the pest control company and is ongoing to identify any resident who has bed bugs or roaches. 3. -Maintenance Staff were in-serviced by the Administrator on the appropriate water temperatures for the facility on 11/4/22. -Staff and Residents were informed by the Administrator on 11/4/22 of the facility's pest control program in which residents have to accept pest control services and housekeeping services to assist with pest/infestation remediation. -Facility staff were educated by the Administrator on infection control procedures related to pest infestation on 11/4/22. -Dietary staff were educated by the Dietary Manager on 11/4/22 on infection control & sanitation	
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indicated they were afraid to eat the food because of the cockroaches in the kitchen and dining area.

An Infection Control policy, provided by the Director of Nursing on 10/18/22 at 12:57 P.M., indicated: "The purpose of the Infection Control Program is to establish and maintain practices within the facility to provide an environment that limits the spread of infection and disease among residents and employees...The objectives of the Infection Control Program are...To establish and maintain policies and procedures for infection control with current regulations and acceptable standards of practice...To provide guidance for the implementation of appropriate infection control precautions or techniques to prevent the spread of infection...Food was to be handled and stored in a manner that prevented growth and spread of microorganisms...Water temperatures are maintained at sufficient temperature for proper cleaning...Food storage is 6 inches of the floor and away from the walls...."

From the National Library of Medicine, Environ Health Insights. 2020; 14: 1178630220913365, published online 2020 Apr 30. doi: 10.1177/1178630220913365:

procedures related to infestation in food prep and dining areas.

4.

The Maintenance and Housekeeping Directors, with oversight from the Administrator, will conduct daily audits for 6 months, of resident rooms and common areas for monitoring or detection of pest infestation; The Dietary and Maintenance Directors will conduct Daily inspections for 6 months, of the kitchen and dining service areas to ensure there are no pests in the food prep and service areas; And, residents will interviewed by the IDT on a monthly basis for 6 months, to assess the residents overall well-being of the facility sanitation and infection control related to the physical environment and food service. The findings from the audits will be reviewed during the facility's Monthly QAPI meeting until there is 100% compliance.

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Cockroaches could harbor and disseminate many food-borne microbial pathogens including bacteria, fungi, viruses, and parasites ...Considering the food-borne risks associated with cockroaches, their presence should not be tolerated in the food industry. Similarly, cockroaches should not be tolerated in the hospital setting as they might spread nosocomial pathogens such as *S. aureus* and *E. coli*. Efforts to control cockroaches should involve good hygiene and sanitation of facilities and also the application of proper insecticides to cockroach hiding spots. It is also important to remove hiding places of cockroaches such as cardboard, as this will prevent future infestations.

This State citation is related to Complaints IN00392342 and IN00392528.

Based on observation and interview, the facility failed to keep food preparation and serving areas clean and free from pests. This affected 81 of 81 residents residing in the facility.

Findings include:

On 10/17/22, the Indiana Department of Health received allegations the facility had no hot water for cleaning, there

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were bed bugs crawling on residents as they sat in the dining room eating their meals, and numerous cockroaches were in the kitchen and servery where meals were served from in the dining room.

On 10/18/22 at 10:33 A.M., a tour of the kitchen, dining room, and servery was completed with the dietary manager. In the kitchen, there were no active cockroaches observed. In the hallway, between the kitchen and dining room where food was brought out from the kitchen to the servery, was a tall metal cart with bags of hot dog and hamburger buns. A few feet beyond the cart, was a garbage can sitting on the floor, 1/2 full of water. The ceiling tiles above were missing and some were partially hanging off the ceiling. A live cockroach was observed running across the floor from under the garbage can. The dietary manager saw the bug and removed the trash can. In the servery, the cupboards above and below counter tops, was a steamer with covered food for lunch. Next to the steamer was a large counter. There was a container of condiments on the counter. A live cockroach came out from under the container and ran across the counter top. The dietary manager was unable to catch it. The bug went down the other side of the counter which

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faced the dining room. On the floor and bottom open cupboards below the counter, were several live and dead brown bugs. In the upper cupboards, sat plates and bowls which were used to place food on from the steam tables. One cupboard held plastic plates/bowls and had dead cockroaches in a glue box next to the clean plates/bowls. A second cupboard held paper plates/bowls. There were several dead cockroaches in glue boxes next to the paper plates/bowls. When asked, the dietary manager indicated cockroaches were a continuous problem at the facility, had gotten better, however, there had been no exterminators in this month to spray so they were seeing more roaches and other bugs.

On 10/18/22 at 11:52 A.M., the Administrator was interviewed. She indicated the facility had an ongoing issue with bed bugs, cockroaches and used exterminating services who had not been in recently due to billing issues.

Confidential interviews with residents, on 10/18/22, indicated they were afraid to eat the food because of the cockroaches in the kitchen and dining area.

An Infection Control policy,

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provided by the Director of Nursing on 10/18/22 at 12:57 P.M., indicated: "The purpose of the Infection Control Program is to establish and maintain practices within the facility to provide an environment that limits the spread of infection and disease among residents and employees...The objectives of the Infection Control Program are...To establish and maintain policies and procedures for infection control with current regulations and acceptable standards of practice...To provide guidance for the implementation of appropriate infection control precautions or techniques to prevent the spread of infection...Food was to be handled and stored in a manner that prevented growth and spread of microorganisms...Water temperatures are maintained at sufficient temperature for proper cleaning...Food storage is 6 inches of the floor and away from the walls...."

From the National Library of Medicine, Environ Health Insights. 2020; 14: 1178630220913365, published online 2020 Apr 30. doi: 10.1177/1178630220913365: Cockroaches could harbor and disseminate many food-borne microbial pathogens including bacteria, fungi, viruses, and parasites ...Considering the food-borne risks associated with

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	cockroaches, their presence should not be tolerated in the food industry. Similarly, cockroaches should not be tolerated in the hospital setting as they might spread nosocomial pathogens such as <i>S. aureus</i> and <i>E. coli</i>. Efforts to control cockroaches should involve good hygiene and sanitation of facilities and also the application of proper insecticides to cockroach hiding spots. It is also important to remove hiding places of cockroaches such as cardboard, as this will prevent future infestations. This State citation is related to Complaints IN00392342 and IN00392528.			
R 0406	Infection Control - Offense 410 IAC 16.2-5-12(a) (a) The facility must establish and maintain an infection control practice designed to provide a safe, sanitary, and comfortable environment and to help prevent the development and transmission of diseases and infection. Based on observation, interview, and record review, the facility failed to maintain infection control practices to prevent pests that could transmit disease to humans in resident rooms and food service	R 0406	1. -Dishes and food items were removed from the dining room serving bar & cabinets 10/18/22. -The cabinets and serving area in the dining service area were cleaned 10/18/22. -The Kitchen was cleaned on 10/20/22 and is ongoing. -The Kitchen Cleaning schedule is in place as of 10/20/22 and is ongoing. -The water leak in the kitchen/dining room service hall	11/11/2022

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areas which affected 81 of 81 residents that resided in the facility.

Findings include:

On 10/17/22, the Indiana Department of Health received allegations the facility had no hot water for bathing or cleaning. It was alleged there were bed bugs crawling on residents as they sat in the dining room eating their meals, resident rooms had bed bugs and cockroaches. There were allegations of numerous cockroaches in the kitchen and servery where meals were served to the dining room.

On 10/18/22 at 10:18 A.M., the Director of Nursing (DON) was interviewed. She indicated the facility had chronic recurrent issues with bed bugs, cockroaches and used an exterminator who had visited the facility 2-3 times per week. However, the exterminator had not been to the facility since 9/30/22. She indicated 81 of 81 residents received thier meals from the kitchen.

On 10/18/22 at 10:33 A.M., a tour of the kitchen, dining room, and servery was completed with the dietary manager. In the kitchen, there were no active cockroaches observed. There were several cardboard boxes on the floor with vegetables

was repaired 10/20/22.

-The kitchen/dining room service hall was cleaned 10/20/22 and is ongoing.

-The ongoing pest control program has been in place but has been aggressively increased for the facility on 10/28/22.

-Food Service areas in the dining room were treated by Pest Control 10/28/22.

-The kitchen/dining room service hall was treated by Pest Control 10/28/22.

-Resident rooms 312, 916, 917, and 1120 were treated by Pest Control 10/28/22.

-The dining room serving cabinet was removed and demolished on 10/30/22.

-Ceiling tiles in the kitchen/dining room service hall were replaced 11/3/22.

-The kitchen/dining room service hall and ceiling area was fumigated by pest control 11/4/22.

-Pest Control Monitoring is in place throughout the facility and ongoing in food prep/dining areas and resident rooms, to monitor and track any infestation target areas, as well as, the progress of the pest

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recently delivered to the facility. There were other closed cardboard boxes on the floor throughout the kitchen, holding unknown items. The dietary manager indicated they tried to get things out of the cardboard boxes as soon as they came into the kitchen to keep down the number of cockroaches, however, it wasn't always possible. In the hallway between the kitchen and dining room, where food was brought out from the kitchen to the server, was a tall metal cart with bags of hot dog and hamburger buns. A few feet beyond the cart, was a garbage can sitting on the floor 1/2 full of water. The ceiling tiles above missing with some partially hanging off the ceiling. A live cockroach was observed running across the floor from under the garbage can. The dietary manager saw the bug and removed the garbage can. The dietary manager indicated there had been a leak in the ceiling waiting to be repaired. In the server cupboards above and below counter tops, was a steamer with covered food for lunch. Next to the steamer was a large counter. There was a large container of condiments on the counter. A live cockroach came out from under the container and ran across the counter top. On the floor and bottom open cupboards below the counter, were several live and dead brown bugs. In the

control program.

2.

All 81 residents have the potential to be affected.

-An audit was completed on 11/4/2022 to identify residents are experiencing pest infestation.

-An audit was completed starting 10/28/22 by the pest control company and is ongoing to identify any resident who has bed bugs or roaches.

3.

-Staff and Residents were informed by the Administrator on 11/4/22 of the facility's pest control program in which residents have to accept pest control services and housekeeping services to assist with pest/infestation remediation.

-Facility staff were educated by the Administrator on infection control procedures related to pest infestation on 11/4/22.

-Dietary staff were educated by the Dietary Manager on 11/4/22 on infection control & sanitation procedures related to infestation in food prep and dining areas.

4.

The Maintenance and

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upper cupboards were plates and bowls used to place food on from the steam tables. One cupboard held plastic plates/bowls with dead cockroaches in a glue box next to the clean plates/bowls. A second cupboard held paper plates/bowls. There were several dead cockroaches in glue boxes next to the paper plates/bowls. In the dining area, there was scattered food debris on the floor around tables and chairs. The dietary manager indicated cockroaches were a continuous problem at the facility, had gotten better, however, there had been no exterminators in to spray recently, so they were seeing more roaches and other bugs.

On 10/18/22 at 11:52 A.M., the Administrator was interviewed. She indicated the facility had an ongoing issue with bed bugs, cockroaches and used exterminating services who had not been in recently due to billing issues.

A Pest Sighting Log, used to inform the exterminator which rooms to treat, was provided by the Administrator on 10/18/22 at 12:57 P.M. The log indicated the following:

-10/7/22 and 10/11/22, bed bugs and roaches were observed in the bathroom, room, and wheelchair of

Housekeeping Directors, with oversight from the Administrator, will conduct daily audits for 6 months, of resident rooms and common areas for monitoring or detection of pest infestation; The Dietary and Maintenance Directors will conduct Daily inspections for 6 months, of the kitchen and dining service areas to ensure there are no pests in the food prep and service areas; And, residents will interviewed by the IDT on a monthly basis for 6 months, to assess the residents overall well-being of the facility sanitation and infection control related to the physical environment and food service. The findings from the audits will be reviewed during the facility's Monthly QAPI meeting until there is 100% compliance.

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resident room 312.

-10/8/22, cockroaches were observed around the front desk.

-10/8/22 and 10/11/22, bed bugs and cockroaches were in the room and bathroom of room 1120.

-10/12/22, bed bugs were observed in room 917.

-10/15/22, bed bugs were observed in room 916.

The Pest Sighting Log indicated there had been no treatment from the exterminator since 9/30/22.

Confidential interviews were conducted on 10/18/22, as follows:

-Resident G indicated they were embarrassed, depressed, and scared of the bed bugs and cockroaches in their room. The resident indicated the bugs had been reported to staff. They indicated they tried to stay clean but still got the bugs frequently.

-Resident H indicated they were afraid to eat because the facility kitchen had cockroaches.

-Staff member 2 indicated staff would use a shop vac to clean themselves off of bed bugs and cockroaches when their shift was over.

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-Staff member 3 indicated there had been no exterminator in for the month of October and was told it was due to the bill not being paid. They indicated they had seen cockroaches in their workspace.

-Staff member 4 indicated they had seen cockroaches around the front desk within the past 3 weeks.

-Staff member 5 indicated staff tried to kill any live roaches that were seen but the facility was infested with them. They indicated residents had been observed in the dining room with bed bugs crawling on their clothing.

A current policy, titled "Infection Control Manual" was provided by the DON on 10/18/22 at 12:57 P.M. which stated the following: "The purpose of the Infection Control Program is to establish and maintain practices within the facility to provide an environment that limits the spread of infection and disease among residents and employees...The objectives of the Infection Control Program are...To establish and maintain policies and procedures for infection control with current regulations and acceptable standards of practice...To provide guidance for the implementation of appropriate infection control precautions or

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techniques to prevent the spread of infection...."

The Infection Control Manual had no policy or procedure for management of frequent/chronic pest infestation.

From the National Library of Medicine, Environ Health Insights. 2020; 14: 1178630220913365, published online 2020 Apr 30. doi: 10.1177/1178630220913365: Cockroaches could harbor and disseminate many food-borne microbial pathogens including bacteria, fungi, viruses, and parasites ...Considering the food-borne risks associated with cockroaches, their presence should not be tolerated in the food industry. Similarly, cockroaches should not be tolerated in the hospital setting as they might spread nosocomial pathogens such as *S. aureus* and *E. coli*. Efforts to control cockroaches should involve good hygiene and sanitation of facilities and also the application of proper insecticides to cockroach hiding spots. It is also important to remove hiding places of cockroaches such as cardboard, as this will prevent future infestations.

"Healthy Housing Reference Manual-Disease Vectors and Pests" was retrieved from the Centers for Disease Control

(CDC) website on 10/18/22 which indicated the following: "Housing-related health concerns include asthma episodes triggered by exposure to dust mites, cockroaches, pets, and rodents. The existence of cockroaches, rats, and mice mean that they can also be vectors for significant problems that affect health and well-being. They are capable of transmitting diseases to humans....Entry into homes is often accomplished through food and beverage boxes...Integrated pest management (IPM) techniques are necessary to reduce the number of pests that threaten human health and property...The cockroach is considered an allergen source and an asthma trigger for residents. Although little evidence exists to link the cockroach to specific disease outbreaks, it has been demonstrated to carry <i>Salmonella typhimurium</i>, <i>Entamoeba histolytica</i>, and the poliomyelitis virus...The sight of cockroaches can cause considerable psychologic or emotional distress in some individuals. They do not bite, but they do have heavy leg spines that may scratch...Cockroaches will eat a great variety of materials, including cheese and bakery products, but they are especially fond of starchy materials, sweet substances,			
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and meat products...Cockroaches are primarily nocturnal. Daytime sightings may indicate potentially heavy infestations. They tend to hide in cracks and crevices and can move freely from room to room...Four management strategies exist for controlling cockroaches which are prevention, sanitation, trapping, and chemical control. The use of chemicals typically indicates that the other three strategies have been applied incorrectly...."

This Residential tag relates to Complaints IN00392342 and IN00392528.

Based on observation, interview, and record review, the facility failed to maintain infection control practices to prevent pests that could transmit disease to humans in resident rooms and food service areas which affected 81 of 81 residents that resided in the facility.

Findings include:

On 10/17/22, the Indiana Department of Health received allegations the facility had no hot water for bathing or cleaning. It was alleged there were bed bugs crawling on residents as they sat in the dining room eating their meals, resident rooms had bed bugs

and cockroaches. There were allegations of numerous cockroaches in the kitchen and servery where meals were served to the dining room.

On 10/18/22 at 10:18 A.M., the Director of Nursing (DON) was interviewed. She indicated the facility had chronic recurrent issues with bed bugs, cockroaches and used an exterminator who had visited the facility 2-3 times per week. However, the exterminator had not been to the facility since 9/30/22. She indicated 81 of 81 residents received thier meals from the kitchen.

On 10/18/22 at 10:33 A.M., a tour of the kitchen, dining room, and servery was completed with the dietary manager. In the kitchen, there were no active cockroaches observed. There were several cardboard boxes on the floor with vegetables recently delivered to the facility. There were other closed cardboard boxes on the floor throughout the kitchen, holding unknown items. The dietary manager indicated they tried to get things out of the cardboard boxes as soon as they came into the kitchen to keep down the number of cockroaches, however, it wasn't always possible. In the hallway between the kitchen and dining room, where food was brought out from the kitchen to the servery,

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was a tall metal cart with bags of hot dog and hamburger buns. A few feet beyond the cart, was a garbage can sitting on the floor 1/2 full of water. The ceiling tiles above missing with some partially hanging off the ceiling. A live cockroach was observed running across the floor from under the garbage can. The dietary manager saw the bug and removed the garbage can. The dietary manager indicated there had been a leak in the ceiling waiting to be repaired. In the servery cupboards above and below counter tops, was a steamer with covered food for lunch. Next to the steamer was a large counter. There was a large container of condiments on the counter. A live cockroach came out from under the container and ran across the counter top. On the floor and bottom open cupboards below the counter, were several live and dead brown bugs. In the upper cupboards were plates and bowls used to place food on from the steam tables. One cupboard held plastic plates/bowls with dead cockroaches in a glue box next to the clean plates/bowls. A second cupboard held paper plates/bowls. There were several dead cockroaches in glue boxes next to the paper plates/bowls. In the dining area, there was scattered food debris on the floor around tables and chairs. The dietary manager

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indicated cockroaches were a continuous problem at the facility, had gotten better, however, there had been no exterminators in to spray recently, so they were seeing more roaches and other bugs.

On 10/18/22 at 11:52 A.M., the Administrator was interviewed. She indicated the facility had an ongoing issue with bed bugs, cockroaches and used exterminating services who had not been in recently due to billing issues.

A Pest Sighting Log, used to inform the exterminator which rooms to treat, was provided by the Administrator on 10/18/22 at 12:57 P.M. The log indicated the following:

-10/7/22 and 10/11/22, bed bugs and roaches were observed in the bathroom, room, and wheelchair of resident room 312.

-10/8/22, cockroaches were observed around the front desk.

-10/8/22 and 10/11/22, bed bugs and cockroaches were in the room and bathroom of room 1120.

-10/12/22, bed bugs were observed in room 917.

-10/15/22, bed bugs were observed in room 916.

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The Pest Sighting Log indicated there had been no treatment from the exterminator since 9/30/22.

Confidential interviews were conducted on 10/18/22, as follows:

-Resident G indicated they were embarrassed, depressed, and scared of the bed bugs and cockroaches in their room. The resident indicated the bugs had been reported to staff. They indicated they tried to stay clean but still got the bugs frequently.

-Resident H indicated they were afraid to eat because the facility kitchen had cockroaches.

-Staff member 2 indicated staff would use a shop vac to clean themselves off of bed bugs and cockroaches when their shift was over.

-Staff member 3 indicated there had been no exterminator in for the month of October and was told it was due to the bill not being paid. They indicated they had seen cockroaches in their workspace.

-Staff member 4 indicated they had seen cockroaches around the front desk within the past 3 weeks.

-Staff member 5 indicated staff tried to kill any live roaches that were seen but the facility was

infested with them. They indicated residents had been observed in the dining room with bed bugs crawling on their clothing.

A current policy, titled "Infection Control Manual" was provided by the DON on 10/18/22 at 12:57 P.M. which stated the following: "The purpose of the Infection Control Program is to establish and maintain practices within the facility to provide an environment that limits the spread of infection and disease among residents and employees...The objectives of the Infection Control Program are...To establish and maintain policies and procedures for infection control with current regulations and acceptable standards of practice...To provide guidance for the implementation of appropriate infection control precautions or techniques to prevent the spread of infection...."

The Infection Control Manual had no policy or procedure for management of frequent/chronic pest infestation.

From the National Library of Medicine, Environ Health Insights. 2020; 14: 1178630220913365, published online 2020 Apr 30. doi: 10.1177/1178630220913365: Cockroaches could harbor and disseminate many food-borne

microbial pathogens including bacteria, fungi, viruses, and parasites ...Considering the food-borne risks associated with cockroaches, their presence should not be tolerated in the food industry. Similarly, cockroaches should not be tolerated in the hospital setting as they might spread nosocomial pathogens such as *S. aureus* and *E. coli*. Efforts to control cockroaches should involve good hygiene and sanitation of facilities and also the application of proper insecticides to cockroach hiding spots. It is also important to remove hiding places of cockroaches such as cardboard, as this will prevent future infestations.

"Healthy Housing Reference Manual-Disease Vectors and Pests" was retrieved from the Centers for Disease Control (CDC) website on 10/18/22 which indicated the following: "Housing-related health concerns include asthma episodes triggered by exposure to dust mites, cockroaches, pets, and rodents. The existence of cockroaches, rats, and mice mean that they can also be vectors for significant problems that affect health and well-being. They are capable of transmitting diseases to humans....Entry into homes is often accomplished through food and beverage

boxes...Integrated pest management (IPM) techniques are necessary to reduce the number of pests that threaten human health and property...The cockroach is considered an allergen source and an asthma trigger for residents. Although little evidence exists to link the cockroach to specific disease outbreaks, it has been demonstrated to carry *Salmonella typhimurium*, *Entamoeba histolytica*, and the poliomyelitis virus...The sight of cockroaches can cause considerable psychologic or emotional distress in some individuals. They do not bite, but they do have heavy leg spines that may scratch...Cockroaches will eat a great variety of materials, including cheese and bakery products, but they are especially fond of starchy materials, sweet substances, and meat products...Cockroaches are primarily nocturnal. Daytime sightings may indicate potentially heavy infestations. They tend to hide in cracks and crevices and can move freely from room to room...Four management strategies exist for controlling cockroaches which are prevention, sanitation, trapping, and chemical control. The use of chemicals typically indicates that the other three strategies have been applied incorrectly...."

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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
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