

DEPARTMENT OF HEALTH AND HUMAN SERVICES

FORM APPROVED

CENTERS FOR MEDICARE & MEDICAID SERVICES

OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 07/14/2021	
NAME OF PROVIDER OR SUPPLIER SILVER BIRCH OF MUNCIE		STREET ADDRESS, CITY, STATE, ZIP CODE 2500 W KILGORE AVENUE, MUNCIE, , 47304					
(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 Complaint IN00357792, IN00355930 and IN00356746. Complaint IN00357792 - Substantiated. No State Residential Findings related to the allegations were cited. Complaint IN00355930 - Substantiated. State Residential Findings related to the allegations are cited at R00272. Complaint IN00356746 - Substantiated. State Residential Findings related to the allegations are cited at R00272. Survey date: July 13 and 14, 2021 Facility number: 014034 Residential Census: 108 These State Residential Findings are cited in accordance with 410 IAC 16.2-5.	R 0000					

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	Quality review completed on July 16, 2021.			
R 0272	Food and Nutritional Services - Deficiency 410 IAC 16.2-5-5.1(e) (e) All food shall be served at a safe and appropriate temperature. Based of observation, interview, and record review, the facility failed to ensure food was served at a safe palatable temperature for 8 of 8 residents interviewed regarding food satisfaction. (Resident F, G, H, J, K, L, M, and N). Findings Include: Eight of eight residents interviewed regarding food satisfaction expressed concerns with food palatability as follows: a. During an interview on 7/14/21 at 11:37 a.m., Resident F indicated she did not like the facility food and did not think the food had good flavor or was prepared correctly. She indicated the food was not served at the proper temperature and was either overcooked or cold on a regular basis. She indicated facility administration was aware of resident food dissatisfaction. b. During an interview on	R 0272	The filing of this plan of correction does not constitute an admission the alleged deficiencies did in fact exist. This plan of correction is filed as evidence of the facility's desire to comply with the regulatory requirement and to continue providing quality care and services to all residents. Acceptance of this Plan of Correction (POC) provides the facility's credible evidence of compliance effective July 29, 2021. We respectfully request desk review and consideration for paper compliance of substantial compliance based on the POC. <u>R272 Food and Nutritional Services</u> <u>What corrective action will be accomplished for those residents found to have been affected by the deficient practice;</u> The facility has taken corrective action by providing additional education and	08/05/2021

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7/14/21 at 12:19 p.m., Resident G indicated food was served cold on a regular basis. He indicated the lunch spaghetti that was served for lunch was cold. He also stated the breakfast biscuits and gravy were cold.

c. During an interview on 7/14/21 at 12:20 p.m., Resident H indicated food was served cold on a regular basis. She indicated her spaghetti was cold and the biscuits and gravy at breakfast were also cold.

d. During an interview on 7/14/21 at 12:21 p.m., Resident J indicated sometimes the food was good and sometimes it was bad. He indicated when the food was bad it was usually overcooked or cold.

e. During an interview on 7/14/21 at 12:22 p.m., Resident K indicated sometimes the food was good and sometimes it was bad. She indicated when it is bad it is dry and overcooked or cold.

f. During an interview on 7/14/21 at 12:10 p.m., Resident L indicated his spaghetti was cold and food was served cold on a regular basis.

g. During an interview on 7/14/21 at 12:11 p.m., Resident M indicated her spaghetti was served to her cold. She indicated food was served cold

in-service with culinary staff members. The facility has also scheduled further in-service training to be provided by third-party Registered Dietitian consultant for culinary staff members on August 16, 2021.

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 residing in the Community had the potential to be affected by this alleged deficient practice.

On July 16, 2021, above referenced Registered Dietitian chaired resident food committee meeting to discuss and assist in resolving this culinary concern. Food Committee is open to be attended by Residents residing in Community.

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

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on a regular basis.

h. During an interview on 7/14/21 at 12:12 p.m., Resident N indicated her spaghetti was served cold. She also indicated food was served cold on a regular basis.

During a 7/14/21, 12:13 p.m. to 12:18 p.m., lunch meal service observation the following was noted:

- a. Five (5) plates of spaghetti and meat balls were dips and placed under a hot lamp.
- b. Cook 1 tested the 5th plate of spaghetti and meatballs. The food registered 100 degrees Fahrenheit (F).
- c. The plate of spaghetti and meatballs which had been tested for temperature and recorded as 100 F was tasted. The food was lukewarm to cold when tasted and was not enjoyable or palatable at the served temperature.
- d. The food temperature log was posted on the refrigerator in the food service area. The log was identified by Cook 1 as the location the cook was to document food temperatures before meals. The log had no temperatures record for the 7/13/21 evening meal nor the 7/14/21 breakfast and lunch meals. Cook 1 indicated she had taken the temperatures

recur;

Culinary staff members are receiving additional one-on-one training and guidance on safe food handling practices with an emphasis on appropriate testing of internal food temperatures and documentation of the same; and staff members will be held accountable for following such practices. The Culinary Director assumes the primary responsibility for ensuring these practices are followed. The Executive Director assumes the overall and final responsibility for ensuring compliance to these practices.

How the corrective action will be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place;

The Culinary Manager, Executive Director or designee will monitor daily – Monday thru Friday for 4 weeks and weekly thereafter with noted issues being addressed immediately. Results of the monitoring will be reported to

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before breakfast and lunch but had not recorded them yet. She indicated she was keeping the temperatures in her head.

The current July "Weekly Food Temperature Log", which was observed during the 7/14/21 lunch meal observation was provided by the Food Services Supervisor in 7/14/21 at 1:12 p.m. The log indicated the following:

a. Tuesday 7/13/21, "Dinner" was blank

b. Wednesday 7/14/21, "Breakfast" and "Lunch" were blank.

c. The bottom of the log indicated:

"Minimum Cooking Temperatures

Poultry, Stuffed Meats, Stuffing Containing Meat -165 F

Pork and Pork Products - 145 F

Ground Beef, Fish Sticks or Fish Patties - 155 F

Eggs, Fish and other Foods - 145 F ...

Tempurature (sic) danger zone is 41 to 140 F. All food has to be held above/below these temperatures until service is complete."

the QA Committee for further recommendations. The leadership team members will also be trained in this practice to enable them to be assigned monitoring by Executive Director as needed. The training will take place on August 5, 2021.

What date the systemic changes will be completed:

August 5, 2021, based on education being completed and ability to sustain compliance.

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This residential tag relates to complaint IN00356746 and IN00355930.

Based of observation, interview, and record review, the facility failed to ensure food was served at a safe palatable temperature for 8 of 8 residents interviewed regarding food satisfaction. (Resident F, G, H, J, K, L, M, and N).

Findings Include:

Eight of eight residents interviewed regarding food satisfaction expressed concerns with food palatability as follows:

a. During an interview on 7/14/21 at 11:37 a.m., Resident F indicated she did not like the facility food and did not think the food had good flavor or was prepared correctly. She indicated the food was not served at the proper temperature and was either overcooked or cold on a regular basis. She indicated facility administration was aware of resident food dissatisfaction.

b. During an interview on 7/14/21 at 12:19 p.m., Resident G indicated food was served cold on a regular basis. He indicated the lunch spaghetti that was served for lunch was cold. He also stated the breakfast biscuits and gravy were cold.

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c. During an interview on 7/14/21 at 12:20 p.m., Resident H indicated food was served cold on a regular basis. She indicated her spaghetti was cold and the biscuits and gravy at breakfast were also cold.

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h. During an interview on 7/14/21 at 12:12 p.m., Resident N indicated her spaghetti was served cold. She also indicated food was served cold on a regular basis.

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During a 7/14/21, 12:13 p.m. to 12:18 p.m., lunch meal service observation the following was noted:

- a. Five (5) plates of spaghetti and meat balls were dips and placed under a hot lamp.
- b. Cook 1 tested the 5th plate of spaghetti and meatballs. The food registered 100 degrees Fahrenheit (F).
- c. The plate of spaghetti and meatballs which had been tested for temperature and recorded as 100 F was tasted. The food was lukewarm to cold when tasted and was not enjoyable or palatable at the served temperature.
- d. The food temperature log was posted on the refrigerator in the food service area. The log was identified by Cook 1 as the location the cook was to document food temperatures before meals. The log had no temperatures record for the 7/13/21 evening meal nor the 7/14/21 breakfast and lunch meals. Cook 1 indicated she had taken the temperatures before breakfast and lunch but had not recorded them yet. She indicated she was keeping the temperatures in her head.

The current July "Weekly Food Temperature Log", which was observed during the 7/14/21 lunch meal observation was

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This residential tag relates to complaint IN00356746 and IN00355930.

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

TITLE

(X6) DATE

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SIGNATURE		
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