

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 09/16/2021	
NAME OF PROVIDER OR SUPPLIER VIVERA SENIOR LIVING OF COLUMBUS		STREET ADDRESS, CITY, STATE, ZIP CODE 1971 STATE STREET, COLUMBUS, , 47201					
(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 IN00362063 and IN00360221. Complaint IN00362063 - Unsubstantiated due to lack of evidence. Complaint IN00360221 - Substantiated. State deficiencies related to the allegations are cited at R0272. Survey dates: September 15 and 16, 2021 Facility number: 014519 Residential Census: 80 This State Residential Finding is cited in accordance with 410 IAC 16.2-5. Quality review completed on September 22, 2021.	R 0000					

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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 on observation and interview the facility failed to prepare food by methods that conserved flavor and appearance, that was palatable, attractive and appetizing temperature. This deficient practice had the potential to affect 80 of 80 residents who reside in the facility. Findings include: During an observation ,on 9/16/21 at 11:00 a.m., with the DON (Director of Nursing) in the kitchen the Dietary Service Manager (DSM) was cooking hamburgers over a grill; fire was observed above the burger in different locations at different times. He placed a temperature probe in the burgers as he removed them from the grill. The temperature was 169 degrees Fahrenheit (F) He finished removing all the burgers and placing then in the pan on the steam table.	R 0272	Survey Event ID ZORF11 Plan of Correction R 0272 The facility will ensure that all food shall be served at a safe and appropriate temperature. The facility will provide snacks at all times for residents. The facility will ensure healthy food choice items are available for residents. Corrective action for the practice that had the potential to affect all residents includes: A manager will be present at each meal service to ensure that meals are appetizing and meet the resident expectations.	09/30/2021
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FORM APPROVED

OMB NO. 0938-0391

During an interview on 9/16/21 at 11:30 a.m., Resident B was in dining. She indicated even though the food was not good she had to eat. (Food arrived at 12:18 p.m.)

During a telephone interview on 9/16/21 at 11:37 a.m., the Ombudsman indicated she had three residents complain there was no food available after hours and no snacks were provided.

During an interview, on 9/16/21 at 11:45 a.m., Resident C indicated the food was unhealthy. The hot food was almost always cold, but even worse, most of it was not fit to eat. There were plenty of residents in the building that had bologna sandwiches for meals.

During a confidential interview and observation, on 9/16/21, a resident indicated two weeks ago a staff member had to go out to buy food for the facility. Today they could not eat the hamburger because "it was disgusting". A hamburger with a few bites out of it and some fries was observed on the resident's plate.

During an observation and interview, on 9/16/21 at 11:55 a.m., Resident D indicated he only ordered off the alternate menu so the food would at least

A manager will provide a survey to residents who want to participate to evaluate their meal experience that includes if their meal was at correct temperature, appetizing and timely.

Surveys will be reviewed each business day to ensure meal service is meeting the needs of the residents and in compliance.

A manager will check the two snack areas daily to ensure snack items are available at all times.

Resident surveys of meals and audit to ensure snacks available daily was initiated on 9/17/21 and will continue daily for two weeks, then twice weekly thereafter to ensure compliance.

The Administrator, Dietary Manager and all managers or Administrator appointed designee will monitor dining service to ensure compliance on a daily

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be edible, but there was no variety.

During a confidential interview, on 9/16/21, a resident indicated the hot food was always cold. Most of the food was under cooked or over cooked, mostly over cooked. Yesterday they ran out of sour cream and baked potatoes.

During an observation and interview on 9/16/21 at 12:00 p.m., Resident F indicated there was a beef and noodles meal scheduled, "I mean beef and noodles!," but when the food arrived to the table there was no "beef" in the beef and noodles. Using hand gestures, he took his hand, in a claw like grip, reach down to the table, then held his hand up, indicating the noodles were so cold they just stuck together. There should be notes in the resident council meetings concerning the food.

During an observation and interview on 9/16/21 at 12:02 p.m., Resident G picked up the bun, removed the hamburger, pointed out to the surveyor the burger was burnt, broke the burger in half and pointed out how dry it was. The residents usually had to wait about an hour from the time they place their order to get their meal, then it will be undercooked or overcooked, most of the meals were overcooked. She was

basis . The Administrator and the Dietary Manager will meet twice weekly to review dining services, to audit Plan of Correction and review resident surveys for compliance. Effective date is 9/30/2021

The Management Team will review monthly during Q/A meeting to ensure ongoing Compliance effective date 9/30/2021.

The Administrator and Dietary Manager are responsible to monitor compliance beginning effective date 9/30/2021.

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concerned because some of the residents were diabetic, there was no diabetic diet available, and there was just a very limited amount of vegetables. She indicated she had waited over an hour to receive ice cream on multiple occasions, and was leaving the dining room without ice cream again today. The hot foods are always cold. Staff never offer alternates but there was an alternate menu a resident could order in place of the meal. Most of the food was too salty as well.

During an interview on 9/16/21 at 12:05 p.m., Resident H indicated she monitored her own blood sugar because she took metformin. But most of the meals were not diabetic friendly. Hot foods were usually cold and the food was either under cooked or burnt.

During a confidential observation and interview, on 9/16/21, a resident indicated the facility charged them a lot of money each month for meals. She had no problem with that but, "the meals were not fit to eat." The hot foods were usually cold but the food was mostly "disgusting." The resident pointed to the burnt hamburger patty on their plate.

During an interview on 9/16/21 12:11 p.m. Resident J indicated if she arrived to the cafeteria by

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8:45 a.m., the only "edible" meal of the day was breakfast, and the eggs were always cold.

During an interview on 9/16/21 at 12:16 p.m., Resident K indicated the food was not good, usually burnt, and mostly cold. (food arrived at 12:45 p.m.)

During an observation and interview on 9/16/21 at 12:18 p.m., Resident L indicated she would only be eating the fries today. She then picked up the hotdog from the bun, pointed out the burnt side and ask, "do they expect me to eat it like a piece of corn so I can get the unburned part?" The other three residents at her table had finished their meals. All their meals were observed to be barely touched, only a few bites out of the hamburgers, and some fries on each of the plates.

During an observation and interview on 9/16/21 at 12:20 p.m., Resident M indicated he did not want to be totally negative about the facility, because he did like the ham and beans. The potatoes were never good, always cold, and always burnt. There had been a few occasions when the cafeteria ran out of some of the food on the menu, but you could always order off the alternate menu. He then indicated the

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hamburger on his plate, with only a couple of bites out of it and indicated it was "totally disgusting".

During an interview on 9/16/21 at 12:25 p.m., Resident N indicated she had waited an hour for food that was cold, burnt, and "fairly disgusting". "DSM might be a chef, but he did not know how to cook."

During an interview on 9/16/21 at 12:28 p.m., Resident P and Resident Q indicated they were concerned about all the smoke, that food was usually burnt, and always cold.

During an observation and interview on 9/16/21 at 12:46 p.m., Resident R indicated she felt she had to speak up. The food was not good, usually burnt, indicated the hamburger on her plate with only a few bites in it, and indicated the meals were mostly cold depending on how early in the meal it was.

During an interview on 9/16/21 at 2:35 p.m., the RDO provided the Resident Council Minutes and they were reviewed at that time. She indicated on Monday, 8/23/21, she had in-serviced the current staff concerning food service. Resident Council Minutes dated August 5, 2021 indicated there was a general discussion on a whole range of

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topics regarding the food deliver and preparation with the Food Manager responding with explanations and future plans. Resident Council Minutes dated July 1, 2021 indicated a discussion on orders in the dining room and the kitchen in too much of a hurry and make mistakes. Resident Council Minutes dated 6/3/21 indicated item 3. Diabetics indicated they wanted more friendly options on the menu.

During an observation and interview on 9/16/21 at 3:05 p.m., the DSM indicated at the end of the day snacks were prepared: peanut butter and jelly, loose meat, as well as other types of snacks. Staff would never refuse a resident food at any time. If it was after the kitchen was closed and cleaned the resident would be directed to the snack refrigerator. The snack refrigerator was observed to be empty of snacks. The DSM indicated it would be filled by end of day.

The current facility policy "Meal Service Policy and Procedure" and dated 2/12/21, was provided by the RDO on 9/16/21 at 2:35 p.m. The policy indicated, "...to provide our Residents with 3 well balanced and nutritious meals per day, as well as snacks ...Beverages and snacks will be available in the

dining room for residents on a 24-hour basis at no additional charge to the resident ..."

The current facility policy "Snacks-Beverages, Juice, Etc. Policy and Procedure" and dated 4/1/16, was provided by the RDO on 9/16/21 at 2:35 p.m. The policy indicated, " ...To encourage the maintenance of optimum health, snacks and beverages will be available to residents on a 24-hour basis ...at no additional charge to the resident ..."

This State tag relates to Complaint IN00360221.

Based on observation and interview the facility failed to prepare food by methods that conserved flavor and appearance, that was palatable, attractive and appetizing temperature. This deficient practice had the potential to affect 80 of 80 residents who reside in the facility.

Findings include:

During an observation ,on 9/16/21 at 11:00 a.m., with the DON (Director of Nursing) in the kitchen the Dietary Service Manager (DSM) was cooking hamburgers over a grill; fire was observed above the burger in different locations at different times. He placed a temperature probe in the burgers as he removed them from the grill.

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During an interview, on 9/16/21 at 11:45 a.m., Resident C indicated the food was unhealthy. The hot food was almost always cold, but even worse, most of it was not fit to eat. There were plenty of residents in the building that had bologna sandwiches for meals.

During a confidential interview and observation, on 9/16/21, a resident indicated two weeks ago a staff member had to go out to buy food for the facility. Today they could not eat the hamburger because "it was disgusting". A hamburger with a few bites out of it and some fries was observed on the resident's plate.

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During a confidential interview, on 9/16/21, a resident indicated the hot food was always cold. Most of the food was under cooked or over cooked, mostly over cooked. Yesterday they ran out of sour cream and baked potatoes.

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hour from the time they place their order to get their meal, then it will be undercooked or overcooked, most of the meals were overcooked. She was concerned because some of the residents were diabetic, there was no diabetic diet available, and there was just a very limited amount of vegetables. She indicated she had waited over an hour to receive ice cream on multiple occasions, and was leaving the dining room without ice cream again today. The hot foods are always cold. Staff never offer alternates but there was an alternate menu a resident could order in place of the meal. Most of the food was too salty as well.

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This State tag relates to Complaint IN00360221.

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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