

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 01/15/2025
NAME OF PROVIDER OR SUPPLIER SILVER BIRCH AT COOK ROAD		STREET ADDRESS, CITY, STATE, ZIP CODE 3731 WEST COOK ROAD, FORT WAYNE, , 46818			
(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 IN00451033. Complaint IN00451033 - State deficiencies related to the allegations are cited at R0027 and R0149. Survey date: January 15, 2025 Facility number: 014553 Residential Census: 107 These State Residential Findings are cited in accordance with 410 IAC 16.2-5. Quality review completed January 16, 2025	R 0000			
R 0027	Residents' Rights - Deficiency 410 IAC 16.2-5-1.2(b) (b) Residents have the right to a dignified existence, self-determination, and communication with and access to	R 0027	R 027 Resident Rights Resident F: Resident F and Responsible Party are aware of bed bugs in	02/14/2025	

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

persons and services inside and outside the facility. Residents have the right to exercise their rights as a resident of the facility and as a citizen or resident of the United States.

Based on interview and record review, the facility failed to ensure notify a resident of an identified bed bug infestation of the resident's room for 1 of 1 residents reviewed (Resident F).

Findings include:

A complaint, submitted to the Indiana Department of Health on 1/13/25, alleged the facility had a pest control company conduct a canine inspection for bed bugs on 12/17/24. Resident F's room was observed to have bed bugs on 12/17/24, but neither the resident nor the Power of Attorney (POA) were notified of the infestation until 1/3/25 and treatment was not initiated until 1/8/25.

On 1/15/25 at 1:20 P.M., Resident F's POA was interviewed. They indicated, on 1/6/25, the resident called the POA, very upset, because she was informed her apartment had bed bugs. The POA contacted the Administrator who indicated the residents room would be treated for the bed bugs on 1/8/25 but provided no further information. The POA contacted the pest control company who

room and treatment plan that is in place.

All residents with identified with bed bugs in room have the potential to be affected. On 12-18-2025 a total of 20 rooms were noted with live, dead or spotting signs of bed bugs. All residents/responsible parties were notified.

All of the leadership team has been re-educated on the bed bug policy and the notification requirements.

To ensure ongoing compliance the ED/Designee will complete the audit "Sanitation and Safety (Bedbugs)" weekly. Any identified issues will be addressed immediately. This audit will continue until the community is free of bed bugs for 3 consecutive months.

QAPI plan has been initiated.

QAPI plan

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

provided a copy of the canine inspection completed on 12/17/24. The inspection had indicated evidence of bed bug infestation was observed in Resident F's apartment on the floor and couch legs. The POA and resident were very upset at not being told of the infestation when found as the resident had no bed and slept on the couch (due to back pain) where the bed bug activity was observed. The POA indicated none of the residents were notified of the canine inspection until 1/3/25. Several residents had gone out of the facility and/or had visitors into the facility over the holidays. Resident F's POA felt this put others at risk of spreading the infestation including the POA who had the resident to their home over Christmas. The POA indicated Resident F was allowed to sleep on the couch where the bed bugs were observed and was not given options to move into another room until treatment was provided. The POA indicated the facility had waited 22 days to treat Resident F's room for bed bugs.

A pest control company report of canine inspection, completed on 12/17/24, indicated Resident F's room had been inspected and bed bug activity found on the floor and couch legs.

A pest control company proof of

will be reviewed and revised as needed in the monthly QAPI meeting until the team has deemed the issue resolved.

Date of
compliance: 2-14-2025

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

service report, dated 1/8/25, indicated Resident F's room had no bedbugs observed but received preventative treatment.

On 1/15/25 at 3:00 P.M., the Administrator was interviewed. She indicated the company had changed pest control company's due to ineffective treatments. The company had followed all policy/protocols for prevention and treatment of bedbugs however, infestations continued to occur in the facility. The Administrator indicated bedbug treatment had not been provided following the canine inspection on 12/17/24 due to changing companies and scheduling conflicts related to the holidays. She was not aware the residents had not been notified of results of the canine inspection on 12/17/24 but indicated residents and their families/representatives should've been notified and options given such as moving to another apartment until the infested rooms could be treated.

A current facility policy, titled "Statement of Resident's Rights" was provided on 1/15/25 at 3:05 P.M. by the Interim Administrator which indicated: "Residents shall be afforded all rights guaranteed under the Constitution of the United States...Each resident shall have the right to: A dignified existence, self-determination,

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

and communication with and access to persons and services inside and outside the premises...."

This Citation relates to Complaint IN00451033.

Based on interview and record review, the facility failed to ensure notify a resident of an identified bed bug infestation of the resident's room for 1 of 1 residents reviewed (Resident F).

Findings include:

A complaint, submitted to the Indiana Department of Health on 1/13/25, alleged the facility had a pest control company conduct a canine inspection for bed bugs on 12/17/24. Resident F's room was observed to have bed bugs on 12/17/24, but neither the resident nor the Power of Attorney (POA) were notified of the infestation until 1/3/25 and treatment was not initiated until 1/8/25.

On 1/15/25 at 1:20 P.M., Resident F's POA was interviewed. They indicated, on 1/6/25, the resident called the POA, very upset, because she was informed her apartment had bed bugs. The POA contacted the Administrator who indicated the residents room would be treated for the bed bugs on 1/8/25 but provided no further information. The POA contacted the pest control company who

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

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

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

	and communication with and access to persons and services inside and outside the premises...." This Citation relates to Complaint IN00451033.			
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 interview and record review, the facility failed to ensure adequate pest control was provided timely. This affected 12 of 107 residents who resided in the facility (Resident B, Resident C, Resident D, Resident E, Resident F, Resident G, Resident H, Resident J, Resident K, Resident L, Resident M, and Resident N). Findings include: A complaint, submitted to the Indiana Department of Health on 1/13/25, alleged the facility had a pest control company conduct a canine inspection for bed bugs on 12/17/24. On 1/15/25 at 1:20 P.M., Resident F's Power of Attorney (POA) was interviewed. They indicated neither the resident	R 0149	R 149 Sanitation and Safety Residents B,C,D,E,F,G,H,J,K,L,M and N have all had their rooms treated and ongoing treatment plan in place. Treatment plans have been effective and at this time no further reports of live activity. All residents have the potential to be affected by the bed bug infestation. No other resident rooms were identified with infestations when complete check of all resident rooms was completed 12-18-2024. A new company has been contracted by the facility to complete bed bug treatments. A complete check of all rooms was completed 12-18-24 utilizing canine detection dogs. A total of	02/14/2025

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

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OMB NO. 0938-0391

nor POA were notified of the bed bug infestation, observed on 12/17/24 and the resident's room hadn't been treated until 1/8/25. Several residents had gone out of the facility and/or had visitors into the facility over the holidays which put others at risk of spreading the infestation including the POA who had the resident to their home over Christmas. The POA hadn't understood why the facility hadn't provided immediate treatment and had waited 22 days to treat the residents room.

A pest control company report of canine inspection, completed on 12/17/24, indicated Resident B, Resident C, Resident D, Resident E, Resident F, Resident G, Resident H, Resident J, Resident K, Resident L, Resident M, and Resident N's room were observed with live, visible bedbugs and bedbug droppings in their rooms, on furniture, walls, ceilings, and beds.

Resident's with rooms observed to have bed bugs on 12/17/24 were not notified of the infestations nor were the rooms treated until 1/8/25 and 1/10/25.

A pest control company proof of service report, dated 1/8/25, indicated Resident B, Resident C, Resident D, Resident E, and Resident G's rooms were treated for bedbugs after

20 rooms were noted with live, dead or spotting signs of bed bugs. On 1/8/2025 ½ of the affected rooms were treated. On 1/10/2025 the other ½ of the rooms were treated. Ongoing monitoring and tx plan are in place.

All of the leadership team has been re-educated on the bed bug policy and protocols.

To ensure ongoing compliance the ED/Designee will complete the audit "Sanitation and Safety (Bedbugs)" weekly. Any identified issues will be addressed immediately. This audit will continue until the community is free of bed bugs for 3 consecutive months.

QAPI plan has been initiated.

QAPI plan will be reviewed and revised as needed in the monthly QAPI meeting until the team has deemed the issue resolved.

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

observation of bedbugs in their rooms. Resident F's room had no bedbugs observed but received preventative treatment.

A pest control company proof of service report, dated 1/10/25, indicated Resident H, Resident J, and Resident N's rooms were treated for bedbugs after observation of bedbugs in their rooms. There were no bedbugs observed in Resident K, Resident L, or Resident M's room but all received preventative treatment.

On 1/15/25 at 3:00 P.M., the Interim Administrator was interviewed. She indicated, the company had changed pest control company's due to ineffective treatments. The company had followed all policy/protocols for prevention and treatment of bedbugs however, infestations continued to occur in the facility. The Administrator indicated bedbug treatment had not been provided following the canine inspection on 12/17/24 due to changing companies and scheduling conflicts related to the holidays. She indicated, the contract with the new pest control company required the company to inspect and treat bedbugs within 24-48 hours of notification of bedbugs or bedbug activity observed.

This Citation relates to

Date of compliance
2-14-25

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

Complaint IN00451033.

Based on interview and record review, the facility failed to ensure adequate pest control was provided timely. This affected 12 of 107 residents who resided in the facility (Resident B, Resident C, Resident D, Resident E, Resident F, Resident G, Resident H, Resident J, Resident K, Resident L, Resident M, and Resident N).

Findings include:

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On 1/15/25 at 1:20 P.M., Resident F's Power of Attorney (POA) was interviewed. They indicated neither the resident nor POA were notified of the bed bug infestation, observed on 12/17/24 and the resident's room hadn't been treated until 1/8/25. Several residents had gone out of the facility and/or had visitors into the facility over the holidays which put others at risk of spreading the infestation including the POA who had the resident to their home over Christmas. The POA hadn't understood why the facility hadn't provided immediate treatment and had waited 22

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

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days to treat the residents room.

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Resident's with rooms observed to have bed bugs on 12/17/24 were not notified of the infestations nor were the rooms treated until 1/8/25 and 1/10/25.

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

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preventative treatment.

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This Citation relates to Complaint IN00451033.

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