

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

PRINTED: 07/03/2017  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155298		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING		X3) DATE SURVEY COMPLETED 06/14/2017	
NAME OF PROVIDER OR SUPPLIER  PYRAMID POINT POST-ACUTE REHABILITATION CENTER				STREET ADDRESS, CITY, STATE, ZIP CODE 8530 TOWNSHIP LINE RD INDIANAPOLIS, IN 46260			
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F 0000  Bldg. 00	<p>This visit was for the Investigation of Complaints IN00232194 and IN00232406.</p> <p>Complaint IN00232194 - Substantiated. Federal/State deficiencies related to the allegations are cited at F257.</p> <p>Complaint IN00232406 - Substantiated. Federal/State deficiencies related to the allegations are cited at F257.</p> <p>Survey dates: June 13-14, 2017</p> <p>Facility number: 000195 Provider number: 155298 AIM number: 100267690</p> <p>Census bed type: SNF/NF: 37 Total: 37</p> <p>Census payor type: Medicare: 5 Medicaid: 31 Other: 1 Total: 37</p> <p>This deficiency reflects State findings cited in accordance with 410 IAC 16.2-3.1.</p>		F 0000	<p>This plan of correction constitutes the facility's written credible allegation of compliance. Preparation and/or the execution of this Plan of Correction does not constitute admission or agreement of the provider of the truth of the facts alleged or the conclusion set forth on the statement of deficiencies. This plan of correction is prepared and/or executed solely because required by the provisions of the health and safety code section 1280 and 42 CFR 483</p>			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 0257 SS=F Bldg. 00	<p>Quality review completed June 16, 2017.</p> <p>483.10(i)(6) COMFORTABLE &amp; SAFE TEMPERATURE LEVELS (i)(6) Comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 to 81 degrees F. Based on observation, interview and record review, the facility failed to maintain comfortable temperatures between 71 and 81 degrees Fahrenheit (F) for 28 of 28 resident rooms observed affecting 37 of 37 residents residing in the building. (Resident B, C, D, E, F, G, H, Z, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, BB, CC, DD, EE, FF, GG, HH, JJ, KK, LL, MM, NN, and OO)</p> <p>Findings include:</p> <p>Upon entrance to the facility on 6/13/17 at 9:41 a.m., the temperature outside was 80 degrees Fahrenheit (F). A mobile air unit was located outside the facility and running.</p>		F 0257	<p><b><u>F 257</u></b></p> <p>1. Staff education provided on 6/13/17 and 6/14/17 by ED/designee regarding extreme heat policy and procedure/rise in facility temperature.</p> <p>2. Revised facility staffing to accommodate the delivery of heat protocols. Nursing rounds were increased in order to observe residents, ensure comfort levels, and monitor for</p>		06/22/2017	

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	<p>During an interview with the Executive Director at this time, he indicated the facility had two compressors that were not working on the facility air conditioning unit. He indicated this had first started on 5/24/17. At that time until this past weekend the temperatures in the building were maintained in the acceptable range with the rental and purchase or portable air units and fans for resident rooms. He indicated the past weekend was hot and as the temperatures rose, so did the temperature inside the building. On Sunday, June 11, 2017, two 1.5 ton air units were installed and two 5 ton units were installed on Monday, 6/12/17, finishing around 8 p.m. He also indicated during this process, hydration carts were utilized and additional hydration was given. He indicated estimates had been received to replace the compressors and they were waiting on the parts.</p> <p>A timeline and receipt of purchases was received on 6/13/17 by the Payable clerk. The form and receipts indicated a 5 ton air conditioning unit was rented on 6/5/17, and 6/7/17, then on 6/11/17 two 1.5 ton air conditioning units were delivered and on 6/12/17 two 25 ton air conditioning units were delivered.</p> <p>The therapy room was 77 degrees F on</p>				<p>heat-related illness. Cool compresses/washcloths were provided for resident comfort (forehead, axilla, back of neck). Portable fans/portable AC units provided to assist in controlling room temperatures/increase air flow. Some residents were relocated to cooler areas of the facility as needed with proper notifications.</p> <p>3. Facility provided additional fluids on all meal trays. Hydration carts/stations were also maintained by facility staff. In addition, fresh ice water pitchers were delivered every shift. Additional fluids also offered during med pass, activities, and during therapy.</p>		

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	<p>first floor at 9:52 a.m. During an interview at this time, Certified Occupational Therapy Assistant 1 indicated the therapy room had been cool through the trouble with the air conditioning system.</p> <p>During a tour of the 3rd floor where residents reside, on 6/13/17 at 9:54 a.m., the following was observed:</p> <p>South Hall There was a "Movincool" air conditioning unit in the hall way set at 70 degrees F, with a temperature reading of 86 degrees F. This unit was blowing forceful cold air. Another air conditioning unit was located on south hall and had a temperature reading on 84-86 degrees F and was blowing cold air.</p> <p>Nursing Station There was a portable air conditioning unit at the nursing station set on 65 degrees F, with a temperature reading of 75 degrees F. There were 4 residents at the nursing station. There was a hydration cart filled with ice, bottled water and Gatorade.</p> <p>North Hall There was a "Movincool" air conditioning unit at the end of the hall set at 65 degrees F, with a temperature</p>				<p>4. Facility rented a chiller and installed on 6/22/17. Facility staff monitored temperatures to ensure that the unit is effectively operational in regards to maintaining regulatory temperatures and ensuring the comfort of our patients. All resident's returned to the third floor on 6/23/17.</p> <p>5. Maintenance or designee to will continue to monitor temperatures throughout the facility 3x/week for 2 months, weekly for 2 months and monthly for 2 months. Results will be forwarded to the Executive Director/designee for further follow up if required.</p>		

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	<p>reading of 78 degrees F. The unit was blowing cold air.</p> <p>There was a "Movincool" air conditioning unit at the North Hall dining entry way set on 70 degrees F, with a temperature reading of 86 degrees F. The unit was blowing cold air.</p> <p>West Hall There was an air conditioning unit at the end of West Hall with a temperature reading of 85 degrees F.</p> <p>Dining Room There was an air conditioning unit in 3rd floor dining room, with a temperature reading of 80 degrees F.</p> <p>During interviews between 10 a.m. and 10:15 a.m., on 6/13/17, the following was indicated:</p> <p>Resident Q indicated her room was hot, but she was managing. She indicated she had a fan and had ice and plenty of liquids to drink.</p> <p>Resident FF indicated the heat was not bothering him and he had plenty of liquids to drink.</p> <p>Resident V indicated she had just returned from the hospital and she was</p>						

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	<p>concerned the heat would affect her breathing. She had a fan and oxygen was in use.</p> <p>Resident DD indicated it had been hot for about a week and the fan in his room helped at night but through the day it just blew hot air. He indicated the Executive Director (ED) had talked with him about the air conditioning problem and the time frame it might get fixed. He indicated he had plenty of liquids and could move to a cooler place in or outside the building as he pleased.</p> <p>The family member of Resident O indicated the air conditioning system had been working "off and on" for a while now and it really needed to get fixed. He indicated his loved one had no ill effects from the heat.</p> <p>A review of the facility temperature log received from the ED on June 14, 2017 at 10:30 a.m., indicated during sporadic room and common area temperature checks between June 9-12, 2017, temperatures were maintained between 74-84 degrees F on the third floor. On the following dates and times, the temperature was above the 81 degree F acceptable temperature:</p> <p>6/9/17: 12 p.m., west hall was 82 degrees</p>						

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	<p>F; 4 p.m., North hall was 82 degrees F, South hall was 84 degrees F, West hall was 84 degrees F, and the common area was 82 degrees F.</p> <p>6/11/17: 8 a.m., North hall was 82 degrees F; 12 p.m., North hall was 82 degrees F; 2 p.m., North hall was 84 degrees F, South hall was 82 degrees F; 4 p.m., North hall was 82 degrees F.</p> <p>6/12/17: 8 a.m., North, South, and West halls were 82 degrees F; 10 a.m. North hall was 82 degrees F. 12 p.m., North and West hall were 84 degrees F and South hall was 86 degrees F. 2 p.m., North hall was 84 degrees F, South and West hall were 82 degrees F. 4 p.m., North hall was 82 degrees F.</p> <p>During the environmental tour of the 3rd floor where residents resided, with the Maintenance Director, on 6/13/17 at 10:17 a.m., the following was observed:</p> <p>3 North Room was 86 degrees Fahrenheit (F). Resident B occupied this room, but was not present. Box fan was running.</p> <p>Room was 87 degrees F. Resident C and D were present in the room. A box fan was running. Resident D indicated during interview at this time, the room</p>						

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	<p>was too hot.</p> <p>Room was 86 degrees F. Resident E and F were present in the room. A box fan was running. Resident F indicated during interview at this time, the room was too hot.</p> <p>Room was 88 degrees F. Resident G and H were present in the room.</p> <p>Room was 88 degrees F. Resident Z was in the room and indicated at this time, the room was too hot. A box fan was running.</p> <p>Room was 88 degrees F. Resident J occupied this room, but was not present. A box fan was running.</p> <p>Room was 88 degrees F. Resident K was present in the room and a fan was running.</p> <p>Room was 86 degrees F. Resident L occupied the room but was not present and a fan was running.</p> <p>Room was 84 degrees F. Resident M and N occupied the room but was not present and a fan was running.</p> <p>Room was 84 degrees F. Resident O and P occupied the room, were present and a</p>						



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	<p>fan was running.</p> <p>3 South Room was 88 degrees F. Resident Q occupied the room, was present and a fan was running.</p> <p>Room was 88 degrees F. Resident R occupied the room, was present and 2 fans were running. There was also a portable air unit in the room.</p> <p>Room was 90.4 degrees F. Resident S occupied the room but was not present and a fan was running.</p> <p>Room was 92 degrees F. Resident T and U occupied the room, were present and fans were running.</p> <p>Room was 89.2 degrees F. Resident V occupied the room, was present and a fan was running. She indicated during interview at this time, she had just returned from the hospital and was utilizing oxygen.</p> <p>Room was 90.6 degrees F. Resident W occupied the room but was not present and a fan was running.</p> <p>Room was 90.5 degrees F. Resident X and Y occupied the room. Resident Y was present in the room and a fan was</p>						

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	<p>running.</p> <p>Room was 90 degrees F. Resident BB and CC occupied the room, were present and a fan was running. Resident CC indicated at this time during interview, the fan only helped a little with the heat.</p> <p>Room was 89.9 degrees F. Resident DD occupied the room, was not present and a fan was running.</p> <p>Room was 91 degrees F. Resident EE occupied the room but was not present and a fan was running.</p> <p>Room was 89.8 degrees F. Resident FF occupied the room, was present and a fan was running.</p> <p>Room was 88 degrees F. Resident GG occupied the room but was not present and a fan was running.</p> <p>3 West</p> <p>Room was 83 degrees F. Resident HH occupied the room, was present and no fan was in the room.</p> <p>Room was 86 degrees F. Resident JJ and KK occupied the room. Resident JJ was present in the room and a fan was running.</p>						

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	<p>Room was 86 degrees F. Resident LL occupied the room but was not present and a fan was running.</p> <p>Room was 85 degrees F. Resident MM occupied the room, was present and no fan was in the room. She indicated at that time during interview, she would like a fan.</p> <p>Room was 84 degrees F. Resident NN occupied the room but was not present and a fan was running.</p> <p>Room was 85.7 degrees F. Resident OO occupied the room, was present and a fan was running.</p> <p>The nursing station was 78 degrees F and the dining room was 79 degrees F. There were 10 residents in the dining room and 2 at the nurses' station.</p> <p>During interviews between 11 a.m., and 11:30 a.m., on 6/13/17 the following was indicated: Housekeeper 2 indicated the air had not been working for about a week.</p> <p>Laundry Aide 3 indicated the air had not been working in the last week.</p> <p>Physician Assistant 4 indicated she came to the facility almost daily through the</p>						

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	<p>week and the air conditioning problem started about a week ago. She indicated no residents had any medical problems related to the heat.</p> <p>CNA 5 indicated she worked last Tuesday and it was hot in the facility then and she was working on Sunday 6/11/17 and maintenance was here installing air conditioning units.</p> <p>During an interview with the ED and the Maintenance Director on 6/13/17 at 1:10 p.m., the ED indicated they were in the process of moving the South Hall residents from the third floor to the 2nd floor since it was cooler and within the acceptable temperature range and would be closing the South hall until the compressors were replaced. He indicated he had acquired agency staffing to help with the care of the residents during this time.</p> <p>A Covenant Care Operations Policy titled "Extreme Rise in Environmental or Facility Temperature" was provided on 6/14/17 at 10 a.m., from the ED and deemed as current. The policy indicated "Policy To anticipate, identify, and respond immediately to an extreme rise in environmental, and/or facility temperature, in order to attain and/or maintain a safe and comfortable</p>						

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	environment...Comfortable Facility Temperature: is between 71 -81 degrees farenheight [sic]...Purpose To set a reasonable and necessary standard for preventing and responding to facility temperatures in excess of 85 degrees...."  3.1-19(h)						