

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155664	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  04/24/2018
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NAME OF PROVIDER OR SUPPLIER  EAGLE CREEK HEALTHCARE CENTER	STREET ADDRESS, CITY, STATE, ZIP COD 4102 SHORE DR INDIANAPOLIS, IN 46254
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F 0000  Bldg. 00	<p>This visit was for the Investigation of Complaint IN00260476.</p> <p>This visit was in conjunction with the Recertification and State Licensure Survey and the Investigation of Complaint IN00259522.</p> <p>This visit was in conjunction with the Investigation of Complaints IN00259879 and IN00259893.</p> <p>Complaint IN00260476 - Substantiated. Federal/State deficiencies related to the allegations are cited at F812.</p> <p>Complaint IN0025922 - Unsubstantiated due to lack of evidence.</p> <p>Complaint IN00259879- Unsubstantiated due to lack of evidence.</p> <p>Complaint IN00259893- Substantiated. Federal/State deficiencies related to the allegations are cited at F880, and F684.</p> <p>Survey dates: April 16, 17, 18, 19, 20, 23, and 24, 2018.</p> <p>Facility number: 010666 Provider number: 155664 AIM number: 200229930</p> <p>Census Bed Type: SNF/NF: 97 Total: 97</p> <p>Census Payor Type:</p>	F 0000	<p>Preparation or execution of this plan of correction does not constitute admission or agreement of provider of the truth of the facts alleged or conclusions set forth on the Statement of Deficiencies. The Plan of Correction is prepared and executed solely because it is required by the position of Federal and State Law. The Plan of Correction is submitted in order to respond to the allegation of noncompliance cited during the Recertification and State Licensure Survey in conjunction with the following Complaint Surveys: IN00259522, IN00259879, IN00259893 and IN00260476 on April 24, 2018.</p> <p>Please accept this plan of correction as the provider's credible allegation of compliance.</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 other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 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 disclosed 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 0812 SS=F Bldg. 00	<p>Medicare: 20 Medicaid: 64 Other: 13 Total: 97</p> <p>These deficiencies reflect State Findings cited in accordance with 410 IAC 16.2-3.1.</p> <p>Quality review completed on May 4, 2018.</p> <p>483.60(i)(1)(2) Food Procurement,Store/Prepare/Serve-Sanitary §483.60(i) Food safety requirements. The facility must -</p> <p>§483.60(i)(1) - Procure food from sources approved or considered satisfactory by federal, state or local authorities. (i) This may include food items obtained directly from local producers, subject to applicable State and local laws or regulations. (ii) This provision does not prohibit or prevent facilities from using produce grown in facility gardens, subject to compliance with applicable safe growing and food-handling practices. (iii) This provision does not preclude residents from consuming foods not procured by the facility.</p> <p>§483.60(i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety.</p> <p>Based on observation, interview, and record review the facility failed to ensure dishes were clean, the dishwasher wash cycle achieved sanitizing temperature levels. These practices had</p>	F 0812	<p>F 812</p> <p><b>Corrective actions accomplished for those residents found to be affected</b></p>	05/24/2018

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	<p>the potential to effect 90 of 97 residents, who were served meals from the kitchen.</p> <p>Findings include:</p> <p>1a. During a dining observation on 4/16/18 at 11:55 a.m., LPN (Licensed Practical Nurse) 5 was observed serving soup to residents, from a cart with a crock of soup on top of it. She picked up each of the bowls by the rim, with her thumb inside each bowl, and served soup to 14 unidentified residents.</p> <p>1b. At 12:05 p.m., LPN 5 returned 6 soup bowls to the kitchen, and brought out another stack of bowls and placed them on the serving cart.</p> <p>During an interview at 12:12 p.m., LPN 5 indicated the bowls she returned were dirty, they contained dry, crusted food particles.</p> <p>2. During an observation of the kitchen dishwasher on 4/16/18 at 10:24 a.m., the wash temperature was 147 degrees Fahrenheit (F) and the rinse temperature was 170 degrees F.</p> <p>During an observation of the dishwasher on 4/16/18 at 10:26 a.m., the wash temperature was 140 degrees F. and the rinse temperature was 184 degrees F.</p> <p>During an observation of the dishwasher on 4/16/18 at 10:28 a.m., the wash temperature was 140 degrees F. and the rinse temperature was 190 degrees F.</p> <p>During an observation of the dishwasher on 4/16/18 at 10:30 a.m., the wash temperature was 138 degrees F. The (kitchen) Account Manager (AM) placed a T-stick (cardboard meat</p>		<p><b>by the alleged deficient practice:</b> All residents have the potential to be affected by this alleged deficient practice.</p> <p><b>Identification of other residents having the potential to be affected by the same alleged deficient practice and corrective actions taken:</b> All residents have the potential to be affected by this alleged deficient practice. The Dietary Manager or designee will observe the following to ensure compliance:</p> <ol style="list-style-type: none"> <li>1). Observe dishwasher as it is running through its cycle. Check temps for wash and rinse to ensure they are at the appropriate sanitizing temperatures</li> <li>2). Observe to ensure temp logs of dishwasher wash and rinse are being kept per policy</li> <li>3). Observe to ensure all staff members in the kitchen (include those coming in to get ice) have appropriate hair and beard nets in place</li> <li>4). Observe staff to ensure appropriate handwashing techniques are being used</li> <li>5). Observe dry storage areas to ensure all packaged and canned items are properly sealed and dated</li> <li>6). Observe staff serving (including soup) to ensure their fingers are not touching the brims or the inside of the bowls and glasses</li> </ol>	

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	<p>thermometer) in the dish rack and ran it through the dishwasher. The AM indicated as long as the T-stick turned black, he was satisfied the dishes were sanitized.</p> <p>During an interview on 4/16/18 at 10:39 a.m., the AM indicated the fan usually froze-up and caused condensation, and he pointed to areas of condensation on the dishwasher.</p> <p>During an interview on 4/16/18 at 10:43 a.m., Dietary aide 26 indicated the dishes were usually run through the dishwasher twice.</p> <p>During an interview on 4/16/18 at 1:45 p.m., the Route Manager from (name of dishwasher repair company) indicated the facility had good exhaust that lowered the wash temperature, the longer the dishwasher was used, the cooler the wash water would become because cooler water was running in, and the dishwasher did not have the vent baffling to prevent the temperature from dropping below 160 degrees F.</p> <p>During an interview on 4/23/18 at 2:31 p.m., the AM indicated the dishes should have been washed at the manufacturer's wash recommendation of 160 degrees F. and the dishes sometimes needed to be run through the dishwasher 2 - 3 times to be cleaned.</p> <p>A document, titled, "Section 1: Specification Information," with no date, was provided by the Administrator on 4/19/18 at 10:55 a.m. The information for the facility dishwasher was, "...Water Requirements (All Models), ...Wash Temperature (hot water sanitizing) 160 degrees F., Rinse Temperature (hot water sanitizing) 180 degrees F ..." and "...Note: For ventilation systems that connect directly to the conveyor, it</p>		<p><b>Measures put in place and systemic changes made to ensure the alleged deficient practice does not recur:</b> Dietary Manager or designee will re-educate the dietary staff on the following policies: 1). Specification Information - Wash temperature (hot water sanitizing) 160 degrees F. Rinse temperature (hot water sanitizing) 180 degrees F 2). Ware washing (cleaning of dirty kitchen ware) - all dish machine water temperatures will be maintained in accordance with manufacturer recommendations for high temperature or low temperature machines 3). Food Storage: Dry Goods - all packaged and canned items will be kept clean, dry and properly sealed and date marked as appropriate</p> <p>The Dietary Manager or designee will re-educate the facility staff on the following: 1). Staff Attire - all staff members will have their hair off their shoulders, confined in a hair net or cap and facial hair properly restrained. 2). Food: Preparation - all staff will practice proper hand washing techniques. The proper way to wash your hands - wash hands while counting to 20</p> <p><b>How the corrective measures will be monitored to ensure the alleged deficient practice does not recur:</b> The following audits /</p>	

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	<p>is recommended to use baffled ventilation scoops to allow better control of the airflow out of the machine ...."</p> <p>A document, titled, "Healthcare Services Group ..., Warewashing, (cleaning of dirty kitchen ware) revision dated, 9/2017, was provided by the Administrator on 4/19/18 at 10:12 a.m. It indicated, "...All dish machine water temperatures will be maintain in accordance with manufacturer recommendation for high temperature or low temperature machines."</p> <p>This Federal tag relates to complaint IN00260476</p> <p>3.1-21(i)(2)</p>		<p>observations will be conducted by the Dietary Manager or designee 2 times per week times 8 weeks, then monthly times 4 months to ensure compliance:</p> <p>1). Observe dishwasher as it is running through its cycle. Check temps for wash and rinse to ensure they are at the appropriate sanitizing temperatures</p> <p>2). Observe to ensure temp logs of dishwasher wash and rinse are being kept per policy</p> <p>3). Observe to ensure all staff members in the kitchen (include those coming in to get ice) have appropriate hair and beard nets in place</p> <p>4). Observe staff to ensure appropriate handwashing techniques are being used</p> <p>5). Observe dry storage areas to ensure all packaged and canned items are properly sealed and dated</p> <p>6). Observe staff serving (including soup) to ensure their fingers are not touching the brims or the inside of the bowls and glasses</p> <p>The results of the audit observations will be reported, reviewed and trended for compliance thru the facility Quality Assurance Committee for a minimum of 6 months then randomly thereafter for further recommendation.</p>	

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

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