

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

PRINTED: 08/17/2023

FORM APPROVED

OMB NO. 0938-039

|   |  |   |  |  |   |  |                            |
|---|--|---|--|--|---|--|----------------------------|
| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION     |  | X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER |  | X2) MULTIPLE CONSTRUCTION<br>A. BUILDING <u>00</u><br>B. WING _____                |   | X3) DATE SURVEY<br>COMPLETED<br>07/18/2023 |                            |
| NAME OF PROVIDER OR SUPPLIER<br><br>GRAND EMERALD PLACE |  |   |  | STREET ADDRESS, CITY, STATE, ZIP COD<br>4010 S IRONWOOD DR<br>SOUTH BEND, IN 46614 |   |  |                            |
| (X4) ID<br>PREFIX<br>TAG                                | SUMMARY STATEMENT OF DEFICIENCY<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)   |   |  | ID<br>PREFIX<br>TAG  | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY)  |  | (X5)<br>COMPLETION<br>DATE |
| R 0000<br><br>Bldg. 00                                  | <p>This visit was for the Investigation of Complaint IN00412721 and IN00412445.</p> <p>Complaint IN00412721- State deficiencies related to the allegations are cited at R0149.</p> <p>Complaint IN00412445- State deficiencies related to the allegations are cited at R0149.</p> <p>Survey date: July 18, 2023</p> <p>Facility number: 013555</p> <p>Residential Census: 55</p> <p>These State Residential Findings are cited in accordance with 410 IAC 16.2-5.</p> <p>Quality review completed 7/27/2023.</p>   |   |  | R 0000   |   |  |                            |
| R 0149<br><br>Bldg. 00                                  | <p>410 IAC 16.2-5-1.5(f)<br/>Sanitation and Safety Standards - Deficiency (f) The facility shall have a pest control program in operation in compliance with 410 IAC 7-24.</p> <p>Based on interview, observation, and record review, the facility failed to ensure an appropriate pest control program was followed to prevent bedbugs for 2 of 2 residents with active bedbugs observed. (Residents B and C)</p> <p>Findings include:</p> <p>During an initial interview on 7/18/2023 at 10:02 A.M., the Director of Nursing (DON) indicated the facility was on their fourth pest control company for treatment of bedbugs. She indicated a new</p> |   |  | R 0149   | <p>Residents of the Community have the potential to be affected by the alleged deficiency.</p> <p>On 8/4/23 Ardvark Pest Control examined rooms 101, 102, 103, 104, 105, 107, 109, 116, 123 with activity found in 123 and the room was treated immediately. Secondary treatment will be provided on 8/11/23 by Arrow Pest Control.</p> |  | 08/30/2023                 |

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

TITLE

(X6) DATE

Leigh Keirn

Director of Nursing

08/16/2023

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 disclosable 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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|   | <p>pest control company came to the facility on 7/14/2023 to treat rooms 106, 225, and 323. The treatment provided was the third time for bedbugs in these rooms. She indicated when a room was identified to have bedbugs, everything in the room was bagged up, the resident received a shower, all laundry was washed, and the room was scheduled for treatment by the pest control company. She indicated Room 106 was infested with bedbugs. She indicated there has been many rooms with bed bugs identified.</p> <p>A review of the pest control treatment invoices, provided by the DON, was completed on 7/18/2023. The pest control treatment invoices indicated the following:</p> <ul style="list-style-type: none"> <li>- 3/2/2023 Bedbug treatment, no area was identified for the treatment.</li> <li>- 3/9/2023 Bedbug follow up, no area was identified for the treatment.</li> <li>- 3/27/2023 Complaints of bedbugs, Rooms 121 and 122 treated.</li> <li>- 3/27/2023 Bedbug recall for Room 221.</li> <li>- 3/27/2023 Bedbug heat treatment for Room 201.</li> <li>- 3/31/2023 Complaints of bedbugs, Rooms 116, 118, 119, 120, and 123 treated.</li> <li>- 4/12/2023 Bedbug follow up, Rooms 121 and 122.</li> <li>- 4/12/2023 Bedbug follow up, Room 116, 118, 119, 120, and 123.</li> <li>- 4/14/2023 Bedbug complaint, Room 227.</li> <li>- 5/5/2023 Bedbug follow up, Room 227.</li> <li>- 5/25/2023 Bedbug inspection, no areas are identified for the inspection.</li> <li>- 6/23/2023 Bedbug inspection, no areas are identified for the inspection.</li> <li>- 6/29/2023 Bedbug complaint, Room 323.</li> <li>- 6/30/2023 Bedbug complaint, Room 223.</li> <li>- 7/12/2023 Bedbug follow up, Room 323.</li> <li>- 7/12/2023 Bedbug follow up, Room 225.</li> </ul> |   |  |   | <p>Staff was provided basic bed bug education on 7/20/23 at monthly staff meeting. Arrow Pest Control will provide presentation on bed bugs on 8/24/23 for staff.</p> <p>Arrow Pest Control will examine 10 rooms per month with the Executive Director or Designee for sign of activity of Bed Bugs. Any activity will be treated within 24-72 hours per Arrow Pest Control Policy. Grand Emerald Staff will notify management of any concern of bed bug activity immediately and ED or designee will examine room in a timely manner with treatment scheduled as needed.</p> <p>Date Certain: 8/30/23.</p> |  |                            |

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|   | <p>- 7/14/2023 Bedbug treatment for Rooms 106, 225, and 323.</p> <p>During an observation on 7/18/2023 at 11:29 A.M., five live bedbugs were noted on the outside doorframe of Room 106.</p> <p>During an observation on 7/18/2023 at 11:38 A.M., live bed bugs were observed in the bathroom of Room 225.</p> <p>During an interview on 7/18/2023 at 11:50 A.M., CNA 1 and QMA 2 indicated rooms with bedbug activities included Rooms 104, 106, 107, 204, 225, 315, and 323. They indicated the family of Room 104 removed the resident from her apartment until the bedbugs could be treated. CNA 1 and QMA 2 indicated bed bugs can be seen on the walls, ceilings, and carpet outside of resident's rooms. CNA 1 indicted she observed the bedbugs in the facility about a year ago.</p> <p>During an observation on 7/18/2023 at 11:59 A.M., a live bedbug was observed crawling in the hallway between Rooms 106 and 107.</p> <p>During an interview on 7/18/2023 at 12:26 P.M., the DON indicated that there was no available documentation of the facility sweep completed approximately two months ago for bedbugs. She indicated another facility sweep had not been completed.</p> <p>On 7/18/2023 at 12:31 P.M., the DON provided a current policy titled, Bed Bugs". The approval date of the policy was 10/1/2021 with a review date of 7/13/2023. The policy indicated, " ...Staff should be knowledgeable of and utilize effective infection control prevention strategies to manage bed bug infestations within the community. The</p> |   |  |  |  |  |                            |

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|   | <p>community Executive Director will notify the Maintenance Director and access professional pest control vendor resources to respond, manage, treat, and prevent infestations ...1. Community associates are responsible for being knowledgeable of and recognizing bed bug infestations for new and current residents ...4. The ED [Executive Director] is responsible for notifying the Maintenance director as soon as possible for direction so professional pest control vendor resources can be accessed to respond, manage, treat, and prevent infestations ...7. And should follow the steps below when suspecting a bed bug infestation ...a. Notify the ED/designee, HWD [Health Wellness Director], and nurse as soon as possible b. Follow the professional pest control vendor instruction, community's Bed Bug Protocol. c. Monitor for bed bugs daily or as otherwise directed ...e. Before a new admission, the maintenance director will inspect furniture, boxes of all belongings of the residents, paying close attention to soft items. F. Should bed bugs be noted, the resident will not be permitted to move in until they show proof that said issues were handled ...."</p> <p>During an interview on 7/18/2023 at 1:51 P.M., the Maintenance Director indicated that if a bedbug was identified, he would call for pest control service immediately. He indicated the facility made an addendum to their monthly pest control contract to include bedbug inspections of ten rooms a month. He indicated it was a collaborative effort between housekeeping, nursing, and dietary to identify the management staff of any issues observed with bedbugs. He indicated the last rooms to have treatment included Rooms 106, 225, and 323.</p> <p>Documents from the pest control company, titled</p> |   |  |  |  |  |                            |

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|   | <p>"Annual Monthly Service Agreement", "Bed Bug Addendum", and "Bed Bug Contract", were reviewed on 7/18/2023 at 2:29 P.M. The document "Annual Monthly Service Agreement", signed by the pest control company was dated 3/2/2023. The document indicated, " ...[pest control company name] shall, at the time of service, provide bedbug inspections for up to 10 rooms ...." The document "Bed Bug Addendum" was not dated. The document indicated, " ...Bedbug services will [sic] contracted separately at time of service request. 2) Inspection will be provided as needed for Bedbugs within 2 business days of the requests ... [pest control company name] shall provide a follow up treatment 7-10 days from the initial treatment ...." The "Bed Bug Contract" was signed by the Maintenance Director on 2/27/2023. The service instructions indicated, " ...[pest control company name] shall dust wall voids/electrical outlets. [Pest control company name] shall treat beds, dressers, nightstands, couches, chairs and remaining affected furniture. [Pest control company name] shall crack and crevice treat throughout the home. [Pest control company name] shall return in 7-10 days to follow up treatment ...."</p> <p>This Residential finding relates to complaints IN00412721 and IN00412445.</p> |   |  |  |  |  |                            |