

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345151	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/27/2014
NAME OF PROVIDER OR SUPPLIER WHITE OAK MANOR - KINGS MOUNTAIN			STREET ADDRESS, CITY, STATE, ZIP CODE 716 SIPES STREET KINGS MOUNTAIN, NC 28086	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
F 371 SS=D	<p>483.35(i) FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY</p> <p>The facility must - (1) Procure food from sources approved or considered satisfactory by Federal, State or local authorities; and (2) Store, prepare, distribute and serve food under sanitary conditions</p> <p>This REQUIREMENT is not met as evidenced by: Based on observations, staff interviews and review of facility records, the facility failed to follow manufacturer instructions and monitor the temperature of a potentially hazardous food during thawing/reheating to minimize the potential for bacterial growth (temperatures between 41 degrees Fahrenheit to 135 degrees Fahrenheit). Frozen barbeque pork was steamed to thaw/reheat, then left in a pan of hot water in the sink for over an hour and reheated without temperature monitoring. The barbeque pork was plated and served to 2 of 2 residents (Residents #53, and #139).</p> <p>The findings included: The facility policy "Food Thawing", dated 08/2010, recorded in part, "Frozen foods will be thawed in an appropriate manner to prevent bacterial growth...the product will not be allowed to stand in non-draining water, the product will be continually monitored during the thawing process and refrigerated or cooked when the product is thawed or greater than 41 degrees Fahrenheit</p>	F 371	<p>This facility does 1) procure food from sources approved or considered satisfactory by Federal, State, or Local authorities and 2) store, prepare, distribute and serve food under sanitary conditions.</p> <p>The barbecue pork that was plated and served to residents #53 and #139 was removed by the consultant dietitian. Residents #53 and #139 had not yet eaten any of the barbecue pork. No other residents were served the barbecue pork.</p> <p>The dietary staff was re-educated on 7-9-14 by the Registered Dietitian on approved thawing procedures and holding temperature for food.</p> <p>Monitoring Logs were developed to monitor Refrigerated Thawing and Thawing Food Under Running Water. These logs will be reviewed by the Dietary Management or designee to assure</p>	7/24/14

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

TITLE

(X6) DATE

Electronically Signed

07/18/2014

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 371	<p>Continued From page 1 (F)."</p> <p>On 06/24/14 at 06:43 AM, two packages of pre-cooked, chopped barbeque pork, five pounds each, was observed in a half four inch deep stainless steel pan of hot water, stored in the sink. One package of barbeque pork was submerged in the hot water. The second package was atop the first package and only partially submerged in water. The water was hot to touch. The barbeque pork was not frozen, but rather room temperature to touch. The barbeque pork remained in the stainless steel pan of hot water in the sink until 08:00 AM. Then dietary staff #1 (cook) placed the barbeque pork in the oven which was observed set to low heat (approximately 150 degrees F).</p> <p>On 06/24/14 at 08:00 AM, dietary staff #1 was interviewed. During the interview, dietary staff #1 stated that she removed two packages of pre-cooked frozen chopped barbeque pork from the freezer that morning about 06:00 AM. She stated she placed both packages in a stainless steel pan of water and then in the steamer to defrost and reheat. Dietary staff #1 further stated that later in the morning she put eggs in the steamer at about 06:55 AM. In order to make room for the eggs, she stated she removed the pan of barbeque pork from the steamer and placed the pan of barbeque pork in the sink and forgot it. Dietary staff #1 stated she should have put the barbeque pork directly in the oven, rather than in the sink. Dietary staff #1 stated that she had not yet conducted any temperature monitoring of the barbeque pork because she knew it was not yet done and confirmed it was placed frozen in the steamer that morning to defrost and reheat. During the interview, the</p>	F 371	<p>continued compliance to F 371. This will be monitored daily x 90 days.</p> <p>Results from the monitoring will be discussed during weekly Quality Assurance Meetings for its effectiveness. Any identified issues will be corrected per the Quality Assurance Team recommendations. Unresolved issues will be reviewed by the Dietary Manager or designee for follow up re-education.</p> <p>The Dietary Manager is responsible for the on-going compliance with F 371.</p>		

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F 371	<p>Continued From page 2</p> <p>temperature of the barbeque pork was requested and determined to be 85 degrees F. Dietary staff #1 returned the barbeque pork to the oven set to warm (approximately 150 degrees F).</p> <p>A follow up interview and observation on 06/24/14 at 09:00 AM with dietary staff #1 revealed the barbeque pork was for the lunch meal alternate menu that day and would be served as barbeque pork sandwiches. The barbeque pork was observed still in a pan of water in the oven set to low.</p> <p>On 06/24/14 at 11:27 AM, dietary staff #1 was observed to remove the barbeque pork from the oven which was stored in a stainless steel pan and covered with foil. Temperature monitoring of the barbeque pork revealed a temperature of 178 degrees F. The barbeque pork was placed on the steam table for service. The lunch meal tray line started at 11:55 AM on 06/24/14. The barbeque pork was plated and served to Residents #53 and #139.</p> <p>On 06/24/14 at 11:55 AM, the consultant dietitian was interviewed regarding the barbeque pork. The consultant dietitian expressed she was unaware that the barbeque pork had been left in the sink for over an hour and did not know why that occurred. She was observed to talk to dietary staff #1 and then the dietary manager. The consultant dietitian then gave instruction to the dietary manager and to dietary staff #1 not to serve the barbeque pork, but rather to offer an alternate sandwich to residents who had requested the barbeque pork sandwich. The consultant dietitian then removed the two barbeque sandwiches from the main dining room that had been plated and served to Residents</p>	F 371			

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

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F 371	<p>Continued From page 3</p> <p>#53 and #139, but had not yet been eaten.</p> <p>An interview on 06/24/14 at 12:25 PM with the dietary manager and assistant dietary manager revealed that cooks were instructed to either thaw barbeque pork the day before it was needed or to place the barbeque pork frozen in the steamer until it reached an internal temp of 165 degrees F. The dietary manager stated the barbeque pork should not have been left in the sink in a pan of hot water for over an hour without temperature monitoring.</p> <p>Review of manufacturer product details sheet for the barbeque pork revealed the following, in part, "pork, barbeque chopped vinegar base, frozen, reheat in oven at 350 degrees for 30 minutes or until internal temperature is 160 degrees F."</p> <p>A follow up interview on 06/24/14 at 3:30 PM with the consultant dietitian revealed that after further review, she felt the barbeque pork would have been safe to serve to residents since it was a pre-cooked product and was not left in the danger zone (41 degrees F to 135 degrees F) greater than four hours. The consultant dietitian provided a copy of "Flow of Food" from Food Safety for Managers, 2012, for review which recorded in part, "Unless you are working in a kitchen preparation area that is 41 degrees F or lower (most kitchens are not) the temperature of foods will often enter the temperature danger zone as you are working with it. It is important to minimize the time food is in the temperature danger zone because bacteria will begin growing anytime food is between 41 degrees F and 135 degrees F."</p> <p>An interview with the director of nursing on 06/27/14 at 08:30 AM revealed she could not say</p>	F 371			

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F 371	Continued From page 4 whether or not the barbeque pork was safe to serve to residents, but that she was glad that it was not eaten by residents just in case it was a problem.	F 371		