

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>345105</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/14/2015</b>
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NAME OF PROVIDER OR SUPPLIER  <b>PRUITTHEALTH-HIGH POINT</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3830 N MAIN STREET HIGH POINT, NC 27265</b>
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F 253 SS=E	<p><b>483.15(h)(2) HOUSEKEEPING &amp; MAINTENANCE SERVICES</b></p> <p>The facility must provide housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observations, staff interviews and resident interview, the facility failed to maintain clean bathrooms in 2 out of 4 public bathrooms/shower area, and in 1 out of 4 resident ' s bathrooms. (Resident #6)</p> <p>Findings included:</p> <p>An observation on the 100 hall public bathroom/shower room on 7/13/15 at 5:08 am, revealed a feces covered pile of toilet paper on the floor. The floor was noted to be littered with trash and was wet. The bathroom was observed to also have a shower in the room with a shower chair.</p> <p>An observation on the opposite side of the 100 hall public bathroom on 7/13/15 at 5:15 am, revealed the toilet to have a large amount of feces all around the rim of the toilet and inside the base of the toilet.</p> <p>An observation on the 100 hall public bathroom/shower room on 7/13/15 at 5:35 am, revealed feces covered toilet paper on the floor. The floor remained littered with trash and was wet.</p> <p>An observation on the opposite side of the 100 hall public bathroom on 7/13/15 at 5:45 am,</p>	F 253	<p>This time line investigation and plan of correction constitutes a written allegation of substantial compliance with Federal and Medicaid requirements. Preparation and/or execution of this correction do not constitute admission or agreement by the provider of the truth of items alleged or conclusions set forth for the alleged deficiencies. The plan of correction is prepared and/or executed solely because it is required by the provision of the state and federal law in order to remove substantial noncompliance. It also demonstrates our good faith and desire to continue to improve the quality of care and services to our residents.</p> <p><b>IMMEDIATE ACTION</b></p> <p>The toilets were immediately audited by the Environmental Services Director and the Administrator.</p> <p><b>METHOD TO IDENTIFY OTHERS</b></p> <p>100% bathroom audits for all residents in the facility were completed by the Environmental Services Director and the Administrator on 7/14/15. The bathroom audit included all shared bathrooms</p>	8/11/15
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

08/06/2015

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 253	<p>Continued From page 1</p> <p>revealed feces around the rim of the toilet and inside the base of the toilet.</p> <p>An observation on the 100 hall public bathroom/shower room on 7/13/15 at 6:00 am, revealed feces covered toilet paper on the floor. The floor remained littered with trash and was wet. The opposite side of the 100 hall public bathroom was observed and noted to have feces around the rim of the toilet and inside the base of the toilet.</p> <p>An observation on the 100 hall public bathroom/shower room on 7/13/15 at 6:18 am, revealed feces covered toilet paper on the floor. The floor remained littered with trash and was wet.</p> <p>An observation on the 100 hall public bathroom/shower room on 7/13/15 at 6:45 am, revealed that the feces covered toilet paper had been picked up, however the floor was still wet and littered with trash. Also noted at this time was toilet paper crumpled up in the shower chair. The public bathroom on the opposite side of the 100 hall had feces on the rim of the toilet and around the inside base of the toilet.</p> <p>During an interview with NA # 1 on 7/13/15 at 6:12 am, revealed that there was no housekeeping on 11-7 shift. They take out the trash and clean up messes on this shift for resident 's rooms and common areas. The NA # 1 further added she does not clean the bathrooms or take the trash out and that the housekeeping staff does that. NA #1 said that housekeeping staff came in about 5 or 6:00 am.</p> <p>During an interview with Housekeeper # 1 (7-3</p>	F 253	<p>between two resident rooms, all private bathrooms and 2 communal2 bathrooms in the hallways shared by residents without bathrooms in their rooms. Environmental Services Director conducts rounds on all the resident bathrooms on all three shifts.</p> <p>SYSTEMIC CHANGES</p> <ol style="list-style-type: none"> <li>All Environmental Services staff will be educated on maintaining a home like environment by maintaining the cleanliness of toilets by 8/11/15.</li> <li>All C.N.A.s will be educated by the DHS on maintaining a home like environment by maintaining the cleanliness of toilets when soiled by 8/11/15.</li> <li>All Nurses will be educated by the DHS on maintaining a home like environment by maintaining the cleanliness of toilets when soiled by 8/11/15.</li> <li>Education on maintaining a home like environment will be conducted with new hire orienteers.</li> <li>The Environmental Services Director will audit resident bathrooms daily on all three shifts and forward the results to the QAPI Committee for any recommendations and follow through.</li> <li>The Administrator will collect daily bathroom audits daily for the prior day and discuss any challenges.</li> <li>Environmental Service employees, C.N.A.s, and Nurses who have</li> </ol>		

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F 253	<p>Continued From page 2</p> <p>shift) at 7:45 am on 7/13/15 for the 300 Hall, revealed that her responsibilities included taking out all the trash in the resident's room, cleaning the bathrooms and common areas as well as the resident ' s room.</p> <p>During an interview with Housekeeper #2 (7-3 shift) at 8:00 am on 7/13/15 for the 100 hall, revealed her responsibilities included cleaning the resident's rooms, taking out the trash, and cleaning the public bathrooms/shower rooms. Houskeeper # 2 was asked if the bathroom on the 100 hall had been clean yet. She replied, " I just got here " . At this time, the toilet on the opposite side of the 100 hall was noted to be dirty with feces all around the rim and inside the base of the toilet.</p> <p>During an interview with Housekeeper #3 (7-3 shift) for the 200 Hall on 7/13/15 at 8:20 am, revealed his responsibilities was to take out the trash and put trash bags in the in trash containers, cleaning the two restrooms across from the nurses station, cleaning and mopping resident's rooms and bathrooms.</p> <p>An observation of the public bathroom on 7/13/15 at 8:45 am on the opposite side of the 100 hall at this time was noted to have feces and urine on the rim of the toilet and inside the base of the toilet.</p> <p>During an interview with the Housekeeping Supervisor on 7/13/15 at 11:40 am, revealed that his responsibility was to supervise the housekeepers to ensure the cleaning assignments were done. The supervisor indicated there was no housekeeping staff on the 11 -7 shift. The supervisor added that the laundry</p>	F 253	<p>not been educated on maintaining a homelike environment by maintaining the cleanliness of bathrooms will be removed from the schedule on 8/11/15 11:59PM.</p> <p><b>MONITORING PROCESS</b></p> <p>The Administrator and Environmental Services Director will ensure bathroom audits are completed daily M-F. Week end supervisor and/or weekend clinical manager on duty will monitor on Saturdays and Sunday and provide to Environmental Services Director.</p> <p>Environmental Services Director and/or Administrator manager will monitor compliance occurrence daily for 14 days, then weekly for 4 weeks, unless recommended otherwise by Quality assurance performance improvement committee.</p> <p>Results of the audits of the home like environment of the resident bathrooms will be presented in QAPI by the Environmental Services Director</p> <p>Any recommendations made by the QAPI team regarding maintaining a home like environment of resident bathrooms will be carried out</p>		

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F 253	<p>Continued From page 3</p> <p>(floor tech) person who works the night shift should clean the bathrooms through out the night shift. The supervisor reported that there are three housekeepers on the day shift (7-3) and two houskeeping staff on the second shift. (3-11)</p> <p>During an observation of Resident #6 ' s room at 10:15 am on 7/13/15, revealed the commode and toilet seat are both dirty with urine and feces.</p> <p>During an observation at 12:35 pm on 7/13/15, the commode and toilet seat remain dirty with feces and urine in the same soiled areas.</p> <p>During an observation at 2:15 pm on 7/13/15, revealed that the commode and toilet seat remained dirty with the same urine and feces in the same soiled areas.</p> <p>During an interview with Housekeeper #3 at 3:15pm on 7/13/15, revealed Resdient #6 ' s bathroom remained dirty with feces and urine on the commode and the toilet in the same soiled places. The housekeeper reported he was going to "go over it again".</p> <p>During an observation at 7:35 am on 7/14/15, in Resident #6 ' s bathroom it was noted there was urine and feces on the commode and the toilet in the same soiled places.</p> <p>During an observation at 10:30 am on 7/14/15, in Resident #6 ' s bathroom it was noted there was urine and feces on the commode and the toilet seat in the same soiled places.</p> <p>During an interview, the Housekeeping Supervisor on 7/14/15 at 10:38 am, revealed that his expectations were that the housekeeping staff</p>	F 253			

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

PRINTED: 09/08/2015  
FORM APPROVED  
OMB NO. 0938-0391

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F 253	<p>Continued From page 4</p> <p>clean their assigned resident rooms and bathrooms, public bathrooms/shower rooms, empty trash, maintain privacy curtains and follow deep cleaning schedule. The supervisor added that the housekeeping staff should check resident rooms and bathrooms during the rounding and maintain these rooms. The supervisor further added that his expectation of the laundry staff member (floor tech) was to check the bathrooms through out the night shift to make sure they are kept clean as part of their responsibilities.</p> <p>During an interview with the Administrator on 7/14/15 at 11:00 am, revealed that her expectation, regardless of the time, was that rounds be made and the bathrooms kept clean.</p>	F 253			