

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345371	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 12/18/2015
NAME OF PROVIDER OR SUPPLIER PRUITTHEALTH-TRENT			STREET ADDRESS, CITY, STATE, ZIP CODE 836 HOSPITAL DRIVE NEW BERN, NC 28560	
(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 252 SS=D	<p>483.15(h)(1) SAFE/CLEAN/COMFORTABLE/HOMELIKE ENVIRONMENT</p> <p>The facility must provide a safe, clean, comfortable and homelike environment, allowing the resident to use his or her personal belongings to the extent possible.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observations and staff interviews, the facility did not provide a clean interior for 6 of 7 shared bathrooms (Rooms 224/225, 227/228, 229/230, 231/232, 201/202, 203/204) observed for cleanliness. Findings included:</p> <p>On 12/17/15 at 2:20 PM, an observation was made of the shared bathroom for Rooms 224/225. There was a strong urine odor detected when the door was opened. The toilet was heavily stained and appeared greenish in color. There was green liquid pooled on each side on the base of the toilet. An approximate 5" by 4" dried dark yellowish brown film was noted at the entrance way and on the bathroom floor from Room 225. The entranceway corners from both rooms into the bathroom were observed to have a large buildup of dried brownish/black matter. There were numerous crumbs and dirt particles as well as small pieces of trash noted on the bathroom floor. The floor was sticky when walked upon.</p> <p>The housekeeping supervisor went into the shared bathroom for Rooms 224/225 on 12/17/15 at 2:30 PM to inspect the floor. He reported he would need to see which housekeeper was responsible for cleaning the bathroom. He stated</p>	F 252	<p>What Corrective action will be accomplished for the residents found to have been affected by the deficient practice?</p> <p>The toilets and bathrooms were immediately audited by the Environmental Services Director and the Administrator.</p> <p>How will you identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <p>100% bathroom audits for all residents in the facility were completed by the Environmental Services Director and the Administrator by 12/21/15. The bathroom audit included all shared bathrooms between two resident rooms, all private bathrooms and communal bathrooms in the hallways.</p> <p>What measures will be put in place or what systemic changes will be made to ensure that the deficient practice will not reoccur.</p>	1/15/16

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

TITLE

(X6) DATE

Electronically Signed

01/07/2016

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 252	<p>Continued From page 1</p> <p>if personal care was being provided in either of the rooms the housekeeper would not clean the resident's room. He stated the room assignment was split and a different housekeeper had Room 224 than had Room 225. The housekeeping supervisor reported that apparently there was a communication problem between the two housekeepers.</p> <p>Housekeeper #1 was interviewed at 2:35 PM on 12/17/15 by the housekeeping supervisor. He questioned as to who was responsible for cleaning the bathroom for Room 224/225 and she responded that she had Room 225 and Housekeeper #2 had room 224. Housekeeper #1 stated she did not clean the bathroom because Housekeeper #2 was supposed to clean it.</p> <p>Housekeeper #2 was interviewed on 12/17/15 at 2:40 PM. She stated she did not clean the bathroom because Housekeeper #1 was supposed to clean it as it was assigned to her. She was not sure when it was last cleaned because she thought Housekeeper #1 had cleaned it. She added that she would go back and clean it.</p> <p>The housekeeping supervisor reported at 3:10 PM on 12/17/15 that the bathroom had been cleaned for Room 224/225. Upon observation, the urine odor was still present. The toilet was still stained a greenish color and was unchanged. The green liquid had been wiped from the toilet base on each side but the floor was still dirty with dirt particles along the base of the back wall of the toilet and behind the toilet. The dried film was still present in the entranceway of Room 225. The housekeeping supervisor stated the film at the entranceway was due to staff waxing the</p>	F 252	<ol style="list-style-type: none"> 1. Education conducted by Housekeeping Supervisor began on 12/22/15 for Environmental Services staff on maintaining a home like environment by maintaining the cleanliness of the bathrooms. Environmental staff not completing the education or on leave will complete education prior to next schedule work day. 2. Education on maintaining a home like environment will be conducted with new hire orientation for the environmental staff conducted by the Clinical Competency Coordinator. 3. The Environmental Services Director and/or Administrator will audit all resident bathrooms Monday thru Friday and Weekend Manager will audit random bathrooms Saturday and Sunday and forward the results to the QAPI Committee for any recommendations and follow through. 4. The Administrator will collect bathroom audits daily for the prior day and discuss any challenges with the Housekeeping Supervisor. 5. All bathrooms that are clean but permanently stained will have the floors and/or toilets replaced on an as needed basis. Toilets and flooring have been ordered to begin the process of changing out the commodes and floors. <p>How will the corrective action be monitored to assure that the deficient</p>		

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F 252	<p>Continued From page 2</p> <p>bedroom floor and it had pooled on the floor just inside the bathroom and had dried causing the yellowish brown film on the bathroom floor. The housekeeping supervisor stated the water at the facility was hard and stained the toilets. He reported the resident's rooms were deep cleaned based on the "Building Engines " computer program which provided him with the list of rooms that needed to be cleaned. The housekeeping supervisor was unable to provide any information as to the last time the bathroom had been deep cleaned. He also stated when he conducted his rounds he looked for any areas that needed cleaning but felt he could probably do a better job with identifying problems.</p> <p>An observation was made of the shared bathroom for Rooms 227/228 on 12/17/15 at 3:25 PM. The housekeeping supervisor stated he expected excellence from his staff in regards to the cleanliness of the bathrooms. Upon observation, there were several dried brown smears which appeared to be feces noted on the floor. There was a dirty bedpan resting on the floor next to the toilet. There was a strong urine odor detected. An approximate 1" area of dried black matter was noted along the floor around the base of the toilet.</p> <p>On 12/17/15 at 3:40 PM, the shared bathroom for Rooms 229/230 was observed to have an approximate 1" to 2" wide area of black matter around the base of the toilet. The housekeeping supervisor stated that the caulking was discolored and it was not dirty. He stated it needed to be replaced. The maintenance manager had come into the room and stated he did not have any work orders to replace the caulking for this bathroom but it would not be a problem to repair</p>	F 252	<p>practice will not reoccur, i.e., what quality assurance program will be put in place for monitoring to assure continued compliance.</p> <p>The Administrator and Environmental Services Director will ensure bathroom audits are completed daily M-F. Weekend supervisor and/or weekend clinical manager on duty will monitor on Saturdays and Sundays and provide to Environmental Services Director. Environmental Services Director and/or Administrator manager will monitor compliance occurrence daily for 14 days beginning 12/21/15, then weekly for 4 weeks beginning 1/8/16, and then monthly x3 beginning 2/1/16 and report all findings to Quality assurance performance improvement committee. 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 252	<p>Continued From page 3</p> <p>it. The housekeeping supervisor stated he was waiting for small buffer pads for the buffing machine so staff could clean the bathroom floors. He added that the buffer currently would not clean that area appropriately since it couldn't reach that part of the floor. He had no explanation as to how long the black material had been present. He reported staff were supposed to clean the resident's bathrooms on a daily basis and report any issues to him.</p> <p>On 12/17/15 at 3:55 PM, the shared bathroom for Rooms 231/232 was observed to be in need of cleaning. The trash can was overflowing with trash and used latex gloves were noted in several places on the floor. There was a strong urine odor noted. Several of the floor tiles were stained and/or discolored dark brown on the floor underneath the sink and around the drain pipe. There was a dried film which was dark yellowish/brown noted on the floor which extended along the back base of the wall and around the back of the toilet. The base on both sides of the toilet was noted to have dark brown/yellowish liquid which had pooled and dried.</p> <p>On 12/17/15 at 4:00 PM, the shared bathroom for Rooms 201/202 was observed to be in need of cleaning. There was a dirty urine measuring container (typically called a "hat") resting on the floor near the back of the toilet. There was an approximate 1" to 2" area of dark brown matter noted on the floor around the base of the toilet. Numerous crumbs and dirt particles as well as small pieces of trash were noted on the floor along the back wall of the bathroom where the toilet was positioned. There was a strong urine odor detected.</p>	F 252			

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F 252	<p>Continued From page 4</p> <p>On 12/17/15 at 4:10 PM, the shared bathroom for Rooms 203/204 was observed to have greenish liquid pooled on both sides on the base of the toilet. There was a foul urine odor detected. The floor was sticky with what appeared to be dried urine. There was an approximate 1" wide area of dark brown matter noted on the floor around the toilet. There was a dried yellowish film noted on the floor along the back of the wall behind the toilet. There was a piece of what appeared to be red candy that had melted and had spread onto the floor. Numerous crumbs and dirt particles were noted in the same area.</p> <p>During an interview with the Director of Nurses (DON) and the maintenance director on 12/17/15 at 4:30 PM, both of them agreed that the bathrooms observed were in need of additional cleaning.</p> <p>During an interview with the maintenance manager on 12/18/15 at 11:00 AM, he stated the bathrooms were in need of cleaning as it was a housekeeping issue and not a maintenance issue. He reported that he made rounds based on their computer program "Building Engines". The maintenance manager reported that he did a "general" look around the resident's bathrooms when he did rounds. He stated he made sure the emergency pull cord was intact but did not inspect the floors. He stated work orders could be completed if repairs needed to be performed in the resident's rooms. He commented he would replace the caulking of any bathroom that needed to be replaced but housekeeping would need to advise him as to which ones needed to be replaced. The maintenance manager stated he had ordered a new type of caulking which</p>	F 252			

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F 252	<p>Continued From page 5 prevented mold.</p> <p>Another observation of the shared bathrooms was conducted beginning at 11:15 AM on 12/18/15. The shared bathroom for Rooms 227/228 was noted to have the same area of black matter as previously observed. The dirty bedpan had been removed.</p> <p>The shared bathroom for Rooms 229/230 was noted to have the same area of black matter noted along the floor around the base of the toilet on 12/18/15 at 11:20 AM. Housekeeper #1 stated she had just finished cleaning that bathroom. She reported that she only had the plumber's stone for cleaning and it wouldn't remove that black matter. Housekeeper #1 went out to her cleaning cart and came back in with a butter knife and began to scrape up the black matter from around the toilet. A very foul urine odor was detected as she scraped away the black matter. She remarked that once she scraped the material up she would sweep and mop again. The housekeeping supervisor came into the bathroom and stated he had ordered a special tool to remove that black matter and it hadn't come in as yet.</p> <p>Housekeeper #1 stated at 11:30 AM on 12/18/15 that rooms were deep cleaned when vacated. She stated when she cleaned a room she emptied the trash, cleaned the toilet and swept and mopped the floors. She commented if she had any issues with cleaning she would let the housekeeping supervisor know. She reported that she had cleaned the shared bathrooms in rooms 227/228 and 229/230 today.</p> <p>The shared bathroom for Rooms 201/202 was</p>	F 252			

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F 252	<p>Continued From page 6</p> <p>observed again on 12/18/15 at 11:35 AM. There was fresh white caulking noted on the floor at the base of the toilet. The plastic urine measuring "hat" had been removed but the floor remained dirty with crumbs and trash particles noted along the floor at the back of the toilet. The urine odor was still present.</p> <p>The shared bathroom for Rooms 231/232 was observed on 12/18/15 at 11:40 AM to be unchanged. There were several used latex gloves noted on the floor. There was a distinct urine odor present. There was no change noted to the discoloration of the floor tiles. The same dried yellowish/brown film remained on the floor which extended along the back base of the wall and around the back of the toilet. The base of the toilet was noted to have dark brown/yellowish liquid which had pooled and dried on both sides.</p> <p>The shared bathroom for Rooms 203/204 was observed to be unchanged on 12/18/15 at 11:45 AM. The floor remained sticky with what appeared to be dried urine. The same red candy and crumbs were still present in the dried yellow/brown film on the floor behind the toilet. The same dark brown matter was noted on the floor around the base of the toilet. There was a foul urine odor detected.</p> <p>The housekeeping supervisor and maintenance manager were interviewed on 12/18/15 at 4:30 PM. The housekeeping supervisor stated the plumber's stones were expensive and one stone would only clean one toilet. He stated he was not allowed to buy items outside of the corporation's required vendors. The maintenance manager commented that he had provided the housekeeping supervisor with a paint scraper to</p>	F 252			

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F 252	Continued From page 7 use to remove the buildup of black matter from around the bases of the toilets. He also stated he would be replacing the caulking to all of the toilets in the facility once housekeeping had cleaned around the bases of the toilets. The housekeeping supervisor stated his staff would be re-trained on what to look for and how to clean the bathrooms. It was reported that the shared bathrooms observed had been deep cleaned earlier this month.	F 252			