

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

PRINTED: 05/02/2017  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>345362</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>03/30/2017</b>
NAME OF PROVIDER OR SUPPLIER  <b>BRIAN CENTER HEALTH &amp; RETIREMENT/CABARRUS</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>250 BISHOP LANE</b> <b>CONCORD, NC 28025</b>	
(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 000	INITIAL COMMENTS  No deficiencies were cited as a result of the complaint investigation survey of 3/30/17. Event ID# WKVC11	F 000		
F 371 SS=F	483.60(i)(1)-(3) FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY  (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.  (i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety.  (i)(3) Have a policy regarding use and storage of foods brought to residents by family and other visitors to ensure safe and sanitary storage, handling, and consumption. This REQUIREMENT is not met as evidenced by: Based on observation, staff interview and facility document review the facility failed to wash dishware in a sanitary manner due to not hand washing when moving from soiled to clean dishware, and failed to have a clean vent hood	F 371	Staff Failed to Wash Dishware in a Sanitary Manner Due to Not Washing Hands When Moving from Soiled to Clean Dishware:	4/24/17

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

TITLE

(X6) DATE

Electronically Signed

04/19/2017

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</p> <p>free of grease and dust build up. The findings included:</p> <p>1. Review of the facility policy titled Ware Washing, dated May 2014 revealed "The Food Services Director insures that the nutrition service staff is knowledgeable in proper technique for processing dirty dish ware to clean through the dish machine and proper handling of sanitized dish ware."</p> <p>On 3/26/17 at 11:20 AM Dietary Aide #1 (DA #1) was observed rinsing dishware of food debris from the breakfast meal. Stacking dishware in a dishwashing rack and putting the rack with dirty dishware into the dishwasher. She was then observed to go to the other side of the dishwasher where just cleaned items were stacked in dishwashing racks. DA #1 then started to remove pellet plates (thermal plate covers) from a dishwashing rack and place them onto a storage rack. After she handled four of these items without washing her hands she was interviewed.</p> <p>During interview on 3/26/17 at 11:25 AM DA #1 said that she should have washed her hands prior to handling the clean items.</p> <p>On 3/26/17 at 11:26 AM DA #1 was observed to handle two more, clean, pellet plates and put them on the storage rack. There was a cart in front of the sink beside the dishwasher that had not been moved out of the way. DA #1 was asked if she had washed her hands yet and she stated "No." When reminded of the requirement for hand washing she proceeded to the sink on the opposite side of the room.</p> <p>DA#1 was again interviewed on 3/26/17 at 11:30</p>	F 371	<p>1. All dietary staff was in-serviced by District Manager on the proper procedure for moving from soiled to clean dishware. Staff was also in-serviced to not block the hand sink and to make sure that the sinks are properly supplied with towels and soap. Completed 3/29/17.</p> <p>2. The hand sinks were replenished and all dishware was rewashed according to the proper procedure. Completed 3/26/17.</p> <p>3. All dietary staff was observed by District Manager to ensure that the proper procedure for moving soiled to clean dishware was followed. Completed 3/29/17.</p> <p>4. The dietary manager/supervisor will monitor the hand sinks daily to ensure they are properly supplied and observe one staff member per day to ensure that the proper hand washing procedure is followed. A copy of the monthly monitoring tool will be taken to QAPI for three months for review. QAPI attendees will determine if further monitoring will be required after three months. Completion 6/30/17</p> <p>Failed to Have a Clean Vent Hood Free of Grease Build Up:</p> <p>1. All dietary staff was in-serviced on the proper procedure for cleaning the hood vents. Completed 4/2/17.</p> <p>2. The hood vents were removed by maintenance and degreased and pressure washed. Completed 3/29/17</p> <p>3. The hood vents will be cleaned with degreaser according to the weekly dietary cleaning schedule. On-going.</p> <p>4. The dietary manager will provide</p>		

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F 371	<p>Continued From page 2</p> <p>AM. She was asked if the sink beside the dishwasher was not working and she stated that it was but she thought there was no paper towel. Observation at that time revealed a large stack of paper towel in a shelf beside the towel dispenser, which was empty. She also noted that there was no soap in the soap dispenser. The soap dispenser was observed to be empty at that time. She acknowledged walking across the room to wash her hands every time she moved from dirty to clean dishware was not practical and proceeded to seek out hand soap for the dispenser from housekeeping.</p> <p>On 3/26/17 at 11:32 Cook #1 was interviewed and indicated she was the senior staff person in charge at that time. She stated that DA #1 should have been aware of the hand washing requirement, and should consistently wash her hands when moving between dirty and clean dishware.</p> <p>On 3/29/17 at 11:40 AM interview with the Regional Dietary Manager revealed that dietary staff had been reeducated in regards to hand washing between dirty to clean dishware and on getting paper towels and hand soap replaced at the sinks when they get low. She added that if dish ware was not handled in a sanitary manner she would expect it to be rewashed.</p> <p>2. On 3/26/15 at 11:10 AM the vent hood was observed. The filters were contaminated with grease deposits. The two filters over the deep fryer had a yellow greasy residue. There were two filters over the warmer unit that had a layer of fuzzy looking, brown, particulate build up on them. All 10 filters had a greasy residue and small, brownish black, clumped deposits but the two filters on the far left end, over the stove, were</p>	F 371	completed copies of the weekly cleaning schedules on a monthly basis at QAPI for review. Completion 6/30/17.		

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F 371	<p>Continued From page 3 the least affected.</p> <p>On 3/29/17 at 11:45 AM the vent hood filters were again observed. The two filters on the right end, above the deep fryer, were no longer yellowish but the one to beside them to the left still had yellowish greasy residue. The layer of dust build up was no longer present. All 10 filters continued to have a greasy residue and some grease deposits on them. Interview with the Dietary Manager at this time revealed the filters had been run through the dishwasher the previous day.</p> <p>On 3/29/17 at 1:59 PM the Maintenance Director was interviewed. He stated that the facility had a contract with a company that came out and cleaned the hood, filters and ducts all the way to the roof every 6 months. He provided documentation of the most recent cleaning by this company which was on 11/23/16. The Maintenance Director said that cleaning in between service calls was the responsibility of dietary staff and he was uncertain how often they did any in between cleaning. He also indicated that maintaining a clean vent home was important from a fire safety perspective.</p> <p>Review of the Dietary Cleaning Schedule for 3/13/17 through 3/29/17 revealed hood vent cleaning was scheduled for Tuesdays and had been signed off as completed each of these 3 weeks.</p> <p>On 3/30/17 at 10:15 AM the vent hood filters were observed to have been cleaned to bare metal. Interview with the Regional Dietary Manager at this time revealed that the new Dietary Manager had implemented a new cleaning schedule for the kitchen and that the vent hoods were on the list to</p>	F 371			

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F 371	<p>Continued From page 4</p> <p>be cleaned weekly on Tuesdays. This schedule had been in place for 3 weeks. She was asked for a copy of the previous cleaning schedule which she provided. She acknowledged that cleaning of the vent hood was not specifically included on the previous cleaning schedule for the kitchen but she expected that it would have been done. Review of the daily cleaning list for 2/22/17 at this time revealed the vent hood was not included. The Regional Dietary Manager revealed</p> <p>On 3/30/17 at 10:45 AM interview with the Dietary Manager (DM) revealed he had been the person who ran the filters through the dishwasher most recently on 3/28/17 but added that the Maintenance Director had pressure washed and cleaned them the evening before. He stated that he thought the particulate build up observed on the filters had been due to some construction that had occurred in the facility but believed it had accumulated since the week before. He acknowledged there had been greasy residue on the filters and indicated that he thought perhaps there was too much build up on them already for the dishwasher to cut through the grease. He said that soaking the filters in grease cutter first might help. The DM also revealed that the grease cutter available, and allowed in the kitchen, didn't cut through the grease on the filters very well and he thought Maintenance had a grease cutter that worked better. The DM stated he had been in his role for approximately one month and did not know when or if the dietary staff last cleaned the filters before he started. He also acknowledged that keeping the vent hood filters from having heavy greae deposits and free of particulate build up was important from a fire saftey perspective and added that was one of the</p>	F 371			

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F 371	Continued From page 5 reasons he implemented the weekly cleaning schedule.  On 3/30/17 at 2:00 PM the Administrator was interviewed. He indicated that once the Maintenance Director cleaned the filters to bare metal it was apparent that the non-stick finish had worn off the metal over the years. He stated that he thought this, along with heavy use of the deep fryer, was the reason the greasy residue and deposits were difficult to remove despite running the filters through the dishwasher. He indicated he had expected there would have been documentation of regular or periodic cleaning of the vent hood filters, by dietary staff, prior to the new Dietary Manager starting; but was advised that the vent hood cleaning was not included on the cleaning schedule.	F 371			