

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345561	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/26/2018
NAME OF PROVIDER OR SUPPLIER UNIVERSAL HEALTH CARE/FUQUAY-VARINA			STREET ADDRESS, CITY, STATE, ZIP CODE 410 S JUDD PARKWAY SE FUQUAY VARINA, NC 27526	
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F 812 SS=E	<p>Food Procurement,Store/Prepare/Serve-Sanitary CFR(s): 483.60(i)(1)(2)</p> <p>§483.60(i) Food safety requirements. The facility must -</p> <p>§483.60(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.</p> <p>§483.60(i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety. This REQUIREMENT is not met as evidenced by: Based on observations, record review and interviews with family members and staff, the facility failed to hold foods at 135 degrees Fahrenheit or above during 2 of 2 observations.</p> <p>During a family interview on 4/25/18 at 10:55 AM they stated their resident complained frequently about the food being cold and it was especially a concern at breakfast.</p> <p>On 4/25/18 at 5:00 PM Diet Assistant (DA) #1 began plating food from the steam table line in the 600 hall kitchenette. During an interview at that time she stated she does not take the food temperatures until after all the foods are plated because the cook in the main kitchen obtained</p>	F 812	<p>This plan of correction constitutes a written allegation of compliance. Preparation and submission of this plan of correction does not constitute an admission or agreement by the provider of the truth of the facts or alleged, or the correctness of the conclusions set forth on the statement of deficiencies. The plan of correction is prepared and submitted solely because of the requirement under state and federal law, and to demonstrate the good faith attempts by the provider to improve the quality of life of each resident.</p> <p>Root Cause Analysis No resident was named in this alleged</p>	5/24/18

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

TITLE

(X6) DATE

Electronically Signed

05/14/2018

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 812	<p>Continued From page 1</p> <p>the temperatures before putting the pans of food into the heated transport cart.</p> <p>During the observation of DA #1 on 4/25/18 from 5:00 PM until 5:13 PM she plated 5 resident trays and loaded them onto the tray delivery cart then placed the cart into the hallway.</p> <p>On 4/25/18 at 5:15 PM DA #1 made plates of food for the resident's seated in the dining room and placed the completed plates, with the tray tickets, into the service window. During this process it was noted there were no staff in the dining room to pass the plated foods to the residents.</p> <p>On 4/25/18 at 5:20 PM Nursing Assistant #1 began passing the plated foods from the service window to the residents seated in the dining room.</p> <p>On 4/25/18 from 5:25 PM until 5:30 PM DA#1 obtained the food temperatures of the foods items which remained on the steam table line in the 600 hall kitchenette. Using a digital thermometer, the sliced turkey and mechanically altered turkey registered 105 degrees Fahrenheit. The egg noodles registered 100 degrees Fahrenheit. The pureed turkey measured 123 degrees Fahrenheit. The pureed vegetable measured 122 degrees Fahrenheit. The mashed potatoes measured 113 degrees Fahrenheit. The vegetable soup measured 125 degrees Fahrenheit.</p> <p>During an interview with the Dietary Manager on 4/25/18 at 5:30 PM she stated the staff were allowed to obtain the food temperatures at the end of the service if they had not obtained them</p>	F 812	<p>noncompliance.</p> <p>Root cause analysis conducted by the facility concluded that the alleged noncompliance resulted from, facility failure to implement consistent process to ensure food delivered to residents are maintained at appropriate temperature of 135 degree Fahrenheit or above for hot food.</p> <p>The root cause analysis also concluded that the lack of knowledge by dietary staff members on appropriate food temperatures and the necessity of serving food on such temperature is also the causative factor for this alleged non-compliance.</p> <p>Other root causes identified by the facility included, lack of an appropriate and consistent processes in place for food delivery to the five kitchenettes present in the facility while ensuring food temperature is maintained.</p> <p>Immediate Action The identified food with temperature below 135 degrees were re-heated by dietary aide before continued plating the food on 4/26/2018 during the breakfast meal served in the 2 of 5 kitchenettes</p> <p>Dietary Manager conducted 1 on 1 re-education with Cook #1 and Dietary aide #1 on 4/26/2018 on appropriate food temperature and emphasized on the procedure for food temperatures to be taken both at the main kitchen and at the</p>		

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F 812	<p>Continued From page 2</p> <p>at the beginning and the cook was to take the temperatures in the kitchen prior to foods being placed into the transportation cart and being sent to the kitchenette.</p> <p>On 4/25/18 at 5:40 PM during an interview, Cook #1 stated today she had not taken the temperatures of the food items prior to placing the foods into the heated transportation cart because she had burned her arm and forgot to take the temperatures. The cook was then asked what the proper temperature for the turkey was. She was unable to state the proper temperature and said there was a temperature cheat sheet posted on the wall but it was no longer there so she was not sure what the correct temperature was.</p> <p>During the interview with Cook #1 and the Dietary Manager on 4/25/18 at 5:40 PM the food temperature logs were reviewed. It revealed no recorded temperatures for the lunch meal on 4/25/18 and no recorded temperatures for dinner from 4/23/18 through 4/25/18.</p> <p>On 4/25/18 at 5:55 PM NA #1 stated residents had complained of cold food but she just took the plates of food to the pantry and warmed the plates of food in the microwave located in the pantry.</p> <p>On 4/26/18 at 8:50 AM DA #2 was observed as she obtained the temperatures of the food items on the steam table line using a digital thermometer. She had not plated any of the food items. The grits measured 124 degrees Fahrenheit. The scrambled eggs measured 135 degrees Fahrenheit. The link sausage measured 108 degrees Fahrenheit. The oatmeal registered</p>	F 812	<p>kitchenettes before plating the food.</p> <p>On 4/26/2018, facility Dietary Manager obtained food temperature before food were plated in the main kitchen and in 2 of 5 Kitchenettes. Dietary staff was reminded on 4/26/2018 by the Dietary Manager, that temperature logs must be completed at every meal without exception.</p> <p>Identification of Others All residents has a potential to be affected by this alleged noncompliance. On 4/26/2018, the facility Executive Director, Registered Dietician, Dietary Manager and Regional Clinical Consultant met to discuss about other areas that may be affected by this alleged noncompliance. Due to facility layout 3 of 5 facilities' Kitchenette were identified to be affected by this alleged noncompliance due to time taken to transport food from one kitchenette to another. 3 of 5 identified kitchenette were closed effective 4/26/2018 and resident were served from the other two kitchenettes. This action did not affect the location on where resident eat their meals. All six residents' dining area remained operational.</p> <p>Systemic Changes Effective 5/24/2018 the cook on duty or assigned dietary staff will check food temperatures before food is plated in the kitchen and before is packed in the warming ovens that transport food to the facility's kitchenettes.</p>		

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F 812	<p>Continued From page 3</p> <p>150 degrees Fahrenheit. While DA #2 obtained the food temperatures she stated the foods were originally served in the 700 hall kitchenette then the pans of food were placed back into the heated transport cart, taken to the 400 hall kitchenette and served there before being transported to the 600 hall kitchenette to be served.</p> <p>During an interview with DA #2 on 4/26/18 at 8:50 AM she stated since the temperature was not at the acceptable level she would put the foods on individual plates and warm the plates of food in the microwave oven then recheck the temperatures prior to serving the foods. She was observed to make a plate of eggs, grits and chopped sausage then place the food in the microwave for 30 seconds. She checked the temperature of the eggs which registered 125 degrees Fahrenheit on the digital thermometer. DA #3 plated foods while DA #2 took the food temperatures of the 1st plate. DA #3 placed the 2nd plate of food into the microwave for 1 minute. DA #2 took the temperature of the 2nd plate. The eggs registered 165 degrees Fahrenheit, but the oatmeal registered 147 degrees Fahrenheit. Also, while DA #2 checked the temperature of the 2nd plate DA #3 was on the telephone with the Dietary Manager who told DA #3 the proper reheating temperature for the microwaved food items was 165 degrees Fahrenheit. After additional telephone conversation with the Dietary Manager, DA #3 stated the foods from the steam table line needed to be returned to the kitchen to be reheated.</p> <p>On 4/26/18 at 9:08 AM the pans of food items were removed from the steam table, placed into the transport cart and returned to the main</p>	F 812	<p>Effective 5/24/2018 Residents' food will be planted in the main kitchen and two kitchenettes to ensure food temperature is maintained. The facility closed three of five kitchenette and will serve all meals from the two most commonly used kitchenettes. This is being done to expedite the processes for prompt service and to allow the dietary staff more time to respond to individual resident's requests without feeling the need to rush to the next location. As the result this process of serving food from two kitchenettes will assure food temperature is maintained effective 5/24/2018.</p> <p>Effective 5/24/2018 assigned dietary aide will check food temperature before food is plated in both satellite kitchens. This will take place for meals that are served from the kitchenette's steam table directly to residents eating in the dining area, and prior to loading the tray delivery carts for meal service to resident's rooms.</p> <p>Effective 5/24/2018 all residents are invited (but not required) to eat in one of the dining areas adjacent to the two satellite kitchens being utilized. Their food is served directly from the steam table.</p> <p>Dietary Manager, and/or Executive Director will complete 100% re-education for all current facility dietary employees, to include full time, part time and as needed dietary employees about the importance of checking temperatures of food and appropriate food temperature for food to be served on. The emphasis of this</p>		

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F 812	<p>Continued From page 4</p> <p>kitchen. At 9:11 AM on 4/26/17 DA #3 removed the pans of food and placed them into the steamer for reheating.</p> <p>During an interview with the Dietary Manager on 4/26/18 at 9:20 AM she stated the breakfast foods were cooked in the main kitchen, transported to the 700 hall kitchenette then, after serving there, the pans of food were loaded back into the transport cart taken to the 400 hall kitchenette, served to those residents, then reloaded back into the transport cart, taken to the 600 hall kitchenette and served to those residents so that may be the reason for the food not maintaining the correct temperature.</p> <p>On 4/26/18 at 12:23 PM the Registered Dietitian stated she expected foods to be served at the proper temperature.</p>	F 812	<p>education was on the importance of ensuring temperature check process is adhered to ensure food is saved timely and safely. This re-education was initiated on 04/26/2018 and will be completed by 5/24/2018 any dietary employee not educated by 05/24/2018 will not be allowed to work until educated. This education will also be added on new hires orientation process for all new dietary employees effective 5/24/2018</p> <p>Director of Nursing, and/or Executive Director will complete 100% re-education for all current facility nursing employees (Licensed nurses and Certified Nurses Aides), to include full time, part time and as needed nursing employees about the importance of serving resident meals promptly while food remains with appropriate temperature. This re-education was initiated on 04/26/2018 and will be completed by 5/24/2018 any dietary employee not educated by 05/24/2018 will not be allowed to work until educated. This education will also be added on new hires orientation process for all new nursing employees effective 5/24/2018</p> <p>Monitoring Effective 5/24/2018, facility Dietary Manager will check temperature logs to ensure its completion and compliance. This monitoring process will take place daily (Monday through Friday) for 2 weeks then 3x/week for two more weeks, then weekly for 2 weeks then monthly for 3 months or until the pattern of compliance</p>		

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F 812	Continued From page 5	F 812	<p>is maintained. Findings from this monitoring process will be documented on the food temperature audit tool maintained in the facility compliance binder.</p> <p>Effective 5/24/2018, the assigned cook on duty will check temperature logs to ensure its completion and compliance. This monitoring process will take place every week end Saturdays and Sundays for 2 weeks then 3x/week for two more weeks, then weekly for 2 weeks then monthly for 3 months or until the pattern of compliance is maintained. The cook will report any concerns to the Certified Dietary Manager promptly.</p> <p>Effective 5/24/2018, the facility executive Director will check temperature logs to ensure its completion and compliance. This monitoring process will take place weekly for 4 weeks then monthly for 3 months or until the pattern of compliance is maintained. Any issue identified will be addressed promptly.</p> <p>Effective 5/24/2018 the Dietary Manager or Executive Director, will report findings of this monitoring process to the facility Quality Assurance and Performance Improvement Committee for any additional monitoring or modification of this plan monthly for three months, or until the pattern of compliance is maintained. The QAPI committee can modify this plan to ensure the facility remains in substantial compliance.</p> <p>RESPONSIBLE PARTY</p>		

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F 812	Continued From page 6	F 812	Effective 5/24/2018, the center Executive Director and the Dietary Manager will be ultimately responsible for the implementation of this plan of correction to ensure the facility remains in substantial compliance. Compliance Date 5/24/2018		