

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

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PRINTED: 05/24/2011
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345448	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/11/2011
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NAME OF PROVIDER OR SUPPLIER MAPLE GROVE HEALTH AND REHABILITATION CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 308 WEST MEADOWVIEW ROAD GREENSBORO, NC 27406
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(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 241 SS=D	<p>483.15(a) DIGNITY AND RESPECT OF INDIVIDUALITY</p> <p>The facility must promote care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation and staff interviews, the facility failed to maintain dignity for 1 of 1 resident (Resident #4) by removing a soiled linen bag which had a foul odor; from the resident's bathroom, while the resident was eating. Findings included: Resident #4 was admitted to the facility on 2/12/1999 with diagnoses that included Osteoporosis, Closed Fracture of Ankle, Contracture of Joint of Multiple sites and Depressive/Bipolar Disorder. The annual Minimum Data Set completed on 4/21/11 indicated the resident was cognitively intact. On 5/10/11 at 1:53 PM, Resident #4 was observed eating lunch in bed in her room. The Director of Environmental Services was observed removing a soiled comforter tied in a plastic bag from the bathroom and a stool odor was present, while the resident was still eating her lunch in bed. In an interview on 5/10/11 at 1:55 PM, with the Assistant Director of Nursing (ADON) she indicated she was making rounds this morning (5/10/11) around 10:00 AM and smelled a mild unpleasant odor; coming from Resident #4's bathroom. She indicated she observed the comforter tied in a linen bag in the bathroom. The ADON stated she thought a family member was</p>	F 241	<p>Britthaven acknowledges receipt of the Statement of Deficiencies and proposes this Plan of Correction to the extent that the summary of findings is factually correct and in order to maintain compliance with applicable rules and provisions of the quality of care of residents. The Plan of Correction is submitted as a written allegation of compliance. Britthaven's response to this Statement of Deficiencies and Plan of Correction does not denote agreement with the Statement of Deficiencies nor that any deficiency is accurate. Further, Britthaven reserves the right to refute any of the Deficiencies through Informal Dispute Resolution, formal appeal procedures and/or any other administrative or legal proceeding.</p> <p>F 241 The source of the odor was identified on 5/10/11 as coming from a soiled bedspread in a tied bag in the bathroom of Room 139 North. It was removed when it was found. Resident #4 had her meal tray on her bedside table. This was an isolated incident only affecting Resident #4.</p> <p>A facility-wide inspection by the Administrator and Environmental Services Director on 5/10/11 revealed no other foul odors that would have the potential to be a dignity issue.</p> <p>Measures put into place to eliminate the potential for dignity issues arising from odors include: 1) Daily rounds and</p>	5/10/11 5/10/11

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Sandra M. Pate</i>	TITLE <i>Administrator</i>	(X6) DATE <i>6/1/11</i>
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Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that 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 241	<p>Continued From page 1</p> <p>going to take the comforter with her home to wash. The ADON concluded she went and talked with housekeeping (environmental director) because she thought the bathroom needed to be cleaned.</p> <p>Interview on 5/10/11 at 2:00 PM with Resident #4 indicated, when the linen was removed from the bathroom, the foul odor disrupted and interfered with her appetite while eating. The resident elaborated, it was disrespectful for the staff to remove the odorous linen (comforter) while she was eating. She concluded staff (un-named) was aware the soiled linen was in the bathroom and the odor was present in the bathroom/room; prior to the investigator's discovery. The resident did not indicate how long the soiled linen had been in the bathroom when questioned.</p> <p>Interview on 5/10/11 at 2:10 PM, with the Director of Environmental Services he indicated he observed dark-brown smears on the comforter, when he removed the comforter out of the plastic bag in the soiled utility area. He concluded the smears appeared as if they had been present on the comforter from at least 3 days ago. The environmental director confirmed three times that the comforter in the plastic bag had dried dark-brown smears and an unpleasant odor, upon removal from the plastic bag.</p> <p>Interview on 5/10/11 at 5:10 PM, with the Director of Nursing she indicated the comforter should have been removed from the resident's bathroom prior to the resident eating, if the staff was aware that the linen (comforter) was in the bathroom and smelling.</p> <p>Interview on 5/11/11 at 10:30 AM, with Medication Aide (MA) #1 revealed on 5/7/11 (Saturday) the comforter had a medium amount of darkish-black stool present. She indicated "I put the comforter</p>	F 241	<p>housekeeping inspections made in the building (rooms, bathrooms and halls) by the Housekeeping, Nursing and Management staff to identify odors and treat/eliminate them, <u>implemented 5/13/11 and is on-going.</u> 2) Letter was sent to families who do laundry telling them to purchase closed lid hampers and pick up dirty laundry often,, <u>mailed 5/25/11.</u> and 3) An in-service to all staff was given on what to do when they encounter bm/urine soiled clothing/personal belongings and the timely removal of incontinence care trash from the resident room, <u>completed 5/26/11.</u></p> <p>Results of daily rounds will be reviewed by the Administrator, Environmental Services Director and Director of Nursing. Weekly Quality Improvement Meetings will be held for 4 weeks (<u>5/13/11, 5/20/11, 5/26/11 and 6/2/11</u>), monthly for 3 months (<u>June, July and August 2011</u>) and quarterly (July 2011, October 2011 and ongoing) to discuss the results of rounds to identify any trends, repeated deficient areas and successfulness of interventions.</p>	<p>5/31/11</p> <p>5/25/11</p> <p>5/26/11</p> <p>5/13/11</p> <p>5/20/11</p> <p>5/26/11</p> <p>6/2/11</p>

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F 241	Continued From page 2 in a plastic bag and tied it up (after incontinent care for stool was provided). I placed the comforter in the bathroom under the sink, as directed by the family member. I asked the family member if she wanted me to wash it but she indicated she wanted the administrator to see it." MA #1 confirmed she observed the soiled comforter located in Resident #4's bathroom, underneath the sink on 5/8/11 (Sunday) between 9:00 AM-9:30 AM. Interview on 5/11/11 at 12:05 PM, with the Director of Environmental Services and the administrator; he indicated he wanted to re-clarify his previous interview from 5/10/11 that the odor he smelled was that of an acidity odor that came from the toilet. He stated that happened from time to time throughout the building. He indicated, "I took the back of the toilet tank lid off, adjusted the water valve to apply pressure; due to the toilet was not flushing all the way (Did not indicate stool was present in the toilet). At that point, I flushed the toilet and put the lid back on. The linen bag (soiled comforter) located in the bathroom was taken to the soiled utility room and when I took the comforter out of the bag, is when I first smelled feces."	F 241		
F 252 SS=D	483.15(h)(1) SAFE/CLEAN/COMFORTABLE/HOMELIKE ENVIRONMENT 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. This REQUIREMENT is not met as evidenced by:	F 252	F252 The source of the odor was identified on 5/10/11 by the Asst. Nursing Director during her morning rounds as coming from a soiled bedspread in a tied bag in the bathroom of Room 139 North. Environmental Services was made aware of the bag and it was removed when it was found. This was an isolated incident only affecting Room 139 North.	

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F 252	<p>Continued From page 3</p> <p>Based on observations, record review, family interview and staff interviews, the facility failed to maintain a bathroom that was free of foul odor, due to soiled linen for 1 of 1 observed resident's bathrooms (RM #139).</p> <p>Findings included:</p> <p>Observation on 5/10/11 at 10:00 AM (during tour) revealed a mild stool odor upon entry into room #139. When the bathroom door was opened a foul stool odor diffused from the bathroom, throughout the resident's room. Observation of the bathroom revealed a comforter in a tied plastic bag placed under the sink in the bathroom. No stool was observed in the bathroom toilet. Facility record (Department Head Rounds Sheet) dated 5/9/11 (2nd shift) revealed a departmental round was conducted on 5/9/11 (Monday) at 4:55 PM, and the bathroom was documented as clean, in room #139.</p> <p>Interview on 5/10/11 at 10:30 AM, a family member who was present in room #139 indicated the soiled comforter was placed in the bathroom on 5/7/11 (Saturday) by Medication Aide (MA) #1. She further revealed she informed Nurse #1 and the Supervisor (Director of Nursing) on call 5/7/11 (Saturday) that the comforter had stool on it and she was not going to take it home to wash it.</p> <p>Observation on 5/10/11 at 12:00 Noon, the soiled comforter continued to be in the bathroom underneath the sink tied in a plastic bag.</p> <p>Observation on 5/10/11 at 1:30 PM, the soiled comforter continued to be in the bathroom underneath the sink tied in a plastic bag.</p> <p>Observation on 5/10/11 at 1:53 PM, the Director of Environmental Services removed the soiled comforter tied in a plastic bag from the bathroom and a stool odor was present.</p> <p>Interview on 5/10/11 at 1:55 PM, with the</p>	F 252	<p>A facility-wide inspection by the Administrator and Environmental Services Director on <u>5/10/11</u> revealed no other foul odors that would have the potential to be a dignity issue.</p> <p>Measures put into place to eliminate the potential for dignity issues arising from foul odors include: 1) Daily rounds and housekeeping inspections made in the building (rooms, bathrooms and halls) by the Housekeeping, Nursing and Management staff to identify odors and treat/eliminate them, <u>implemented 5/13/11 and is on-going</u>. 2) Letter was sent to families who do laundry telling them to purchase closed lid hampers and pick up dirty laundry often,, <u>mailed 5/25/11</u>, and 3) An in-service to all staff was given on what to do when they encounter bm/urine soiled clothing/personal belongings and the timely removal of incontinence care related trash/linen from the resident room, <u>completed 5/26/11</u>.</p> <p>Results of daily rounds will be reviewed by the Administrator, Environmental Services Director and Director of Nursing. Weekly Quality Improvement Meetings will be held for 4 weeks (<u>5/13/11, 5/20/11, 5/26/11 and 6/2/11</u>), monthly for 3 months (<u>June, July and August 2011</u>) and quarterly (July 2011, October 2011 and ongoing) to discuss the results of rounds to identify any trends, repeated deficient areas and successfulness of interventions.</p>	<p>5/10/11</p> <p>5/13/11</p> <p>5/25/11</p> <p>5/26/11</p> <p>weekly 5/13/11</p> <p>6/2/11</p>

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F 252	<p>Continued From page 4</p> <p>Assistant Director of Nursing (ADON) revealed she expected staff to take soiled linen to the utility area to be washed. She further indicated if a family member did the resident's laundry, the expectation was that staff was expected to remove soiled linen from the resident's room and wash dirty linen appropriately. The ADON elaborated she was making rounds this morning (5/10/11) around 10 AM and smelled a mild unpleasant odor, coming from the bathroom. She indicated she observed the comforter tied in a linen bag in the bathroom. The ADON stated she thought a family member was going to take it home to wash. She concluded she went and talked with housekeeping (environmental director) because she thought the bathroom needed to be cleaned.</p> <p>Interview on 5/10/11 at 2:10 PM, with the Director of Environmental Services revealed he saw the linen bag in the bathroom on 5/10/11 around 8:30 AM-9:00 AM, when he opened the bathroom door and smelled an odor that was mild and not pleasant. He indicated he thought the odor was coming from the toilet. He stated he asked the ADON why was linen in the bathroom. He elaborated the linen (soiled comforter) should not have been left in the bathroom and that somebody from the nursing department should have notified the environmental department. He further stated he observed dark-brown smears on the comforter, when he took the comforter out of the plastic bag in the soiled utility area. He concluded the smears appeared as if they had been present on the comforter from at least 3 days ago. The environmental director confirmed three times that the comforter in the plastic bag had dried dark-brown smears and an unpleasant odor, upon removal from the plastic bag. He</p>	F 252		

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F 252	<p>Continued From page 5</p> <p>indicated nothing had been brought to his attention until today (5/10/11), regarding the soiled comforter.</p> <p>Interview on 5/10/11 at 4:15 PM, with the ADON she indicated departmental rounds were not conducted during the weekend.</p> <p>Interview on 5/10/11 at 4:40 PM, with the Staff Development Coordinator she stated "Soiled linen needed to be bagged and sealed and taken to the linen room and housekeeping was responsible thereafter. If family did laundry and a small amount of stool/urine was present on the item, staff should take the item to the soiled utility room in a bag, rinse and re-bag. Soiled linen should not be left in a resident 's room because it will stain the garment and have an odor, due to a body fluid."</p> <p>Interview on 5/10/11 at 5:10 PM, with the Director of Nursing (DON) she indicated she expected the soiled linen (comforter) not to be left in the resident's room due to it was dirty.</p> <p>Interview on 5/11/11 at 10:30 AM, with MA #1 revealed on 5/7/11 (Saturday) the comforter had a medium amount of darkish-black stool present. She indicated "I put the comforter in a plastic bag and tied it up (after incontinent care for stool was provided). I placed the comforter in the bathroom under the sink, as directed by the family member. I asked the family member if she wanted me to wash it but she indicated she wanted the administrator to see it." MA #1 confirmed she observed the soiled comforter located in room #139 bathroom, underneath the sink on 5/8/11 (Sunday) between 9:00 AM-9:30 AM.</p> <p>Interview on 5/11/11 at 12:05 PM, with the Director of Environmental Services and the administrator; he indicated he wanted to re-clarify his previous interview from 5/10/11 that the odor</p>	F 252		

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F 252	Continued From page 6 he smelled was that of an acidity odor that came from the toilet. He stated that happened from time to time throughout the building. He indicated, "I took the back of the toilet tank lid off, adjusted the water valve to apply pressure; due to the toilet was not flushing all the way (Did not indicate stool was present in the toilet). At that point, I flushed the toilet and put the lid back on. The linen bag (soiled comforter) located in the bathroom was taken to the soiled utility room and when I took the comforter out of the bag, is when I first smelled feces." Interview on 5/11/11 at 12:10 PM, with the Administrator revealed she expected the bag of linen (comforter) not to be left in the bathroom due to an odor and infection control issues. She elaborated, "We are in the process of in-servicing the staff that linen with stool should be cleaned with a wet wipe and bagged up. Staff choices are to wash or take to the laundry, put in a bag, wash and put back into the dirty hamper."	F 252			