

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055206	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 08/15/2024
NAME OF PROVIDER OR SUPPLIER Plaza Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1209 Hemlock Way Santa Ana, CA 92707	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0803</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>Ensure menus must meet the nutritional needs of residents, be prepared in advance, be followed, be updated, be reviewed by dietician, and meet the needs of the resident.</p> <p>49780</p> <p>Based on observation, interview, and facility document review, the facility failed to ensure the menu was followed.</p> <p>* [NAME] 1 failed to follow the recipe for the preparation of Potato Medley. This failure had the potential for the residents who received food prepared in the kitchen to not have their nutritional needs met.</p> <p>Findings:</p> <p>Review of the facility's recipe for Potato Medley showed the following ingredients:</p> <ul style="list-style-type: none"> - 2 lbs of fresh potato - 1/4 cup of chopped onions - 1 tbsp of vegetable oil - 1/4 tsp of salt - 1/8 tsp of pepper - 1 tbsp of fresh parsley <p>On 8/15/24 at 1005 hours, a concurrent observation and interview was conducted with [NAME] 1. [NAME] 1 was preparing Potato Medley for the residents. [NAME] 1 made two large pots of potatoes. [NAME] 1 drained the water of one pot and poured the potatoes into a large container. [NAME] 1 brought out a salt container and used her hand to pour a handful of salt into the container with the potatoes. [NAME] 1 did not follow the recipe while she prepared the Potato Medley and did not use any tool to measure the salt. [NAME] 1 verified the findings.</p> <p>On 8/15/24 at 1030 hours, an interview was conducted with the DS. The DS stated the cook should have used the measuring tools such as spoon, scoop, or cup to measure the seasoning. The DS was informed of the above findings and verified [NAME] 1 should have followed the recipe.</p>

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.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 49324</p> <p>Based on interview, medical record review, facility document review, and facility P&P review, the facility failed to ensure the food safety and sanitation guidelines as evidenced by:</p> <ul style="list-style-type: none"> * The facility failed to ensure the hamburgers served on 7/20/24, were well cooked for Residents 1, 2, 3, 4, A, and B. * The kitchen staff failed to wear the beard restraint while working in the kitchen. <p>These failures had the potential risk of foodborne illness to residents, staff, and visitors who consumed hamburgers prepared in the kitchen.</p> <p>Findings:</p> <p>1. Review of the facility's P&P titled Meat Cookery and Storage revised on 7/1/24, showed the dietary department should ensure that food is prepared in a manner that preserves quality, maximizes nutrient retention, and obtains the maximum yield of the product.</p> <p>Review of the facility's P&P titled Residents Rights revised on 1/1/12, showed the facility should promote and protect the rights of all residents at the facility. Residents of skilled nursing facilities have a number of rights under state and federal law. The facility will promote and protect those rights. The residents have freedom of choice, as much as possible, about how they wish to live their everyday lives and receive care, subject to the facility's rules and regulations and applicable state and federal laws governing the protection of resident health and safety. Employees are to treat all residents with kindness, respect, and dignity and honor the exercise of resident's rights. The facility makes every effort to assist each resident in exercising his/her rights by providing the following services: The facility's staff encourages residents to participate in planning their daily care routines. The Facility does not hamper, compel by force, treat differently, or retaliate against a resident for exercising his or her rights. Each resident is allowed to choose activities, schedules and health care that are consistent with his or her interests, assessments, and plans of care, including: sleeping, eating, exercise and bathing schedules; and personal care needs.</p> <p>a. On 8/13/21 at 0819 hours, an interview was conducted with Resident 2. Resident 2 stated he could not recall when the hamburgers were served rare. However, Resident 2 stated the last time it occurred was at lunch meal when the hamburger patty was served pink, and it happened often when the hamburgers were served. Resident 2 stated he did not inform any facility staff about it, and he just did not eat the hamburgers because he did not like it. Resident 2 further stated he did not like eating not well cooked hamburgers and preferred well-cooked hamburgers.</p> <p>Medical record review for Resident 2 was initiated on 8/13/24. Resident 2 was admitted to the facility on [DATE].</p> <p>Review of Resident 2's H&P examination dated 7/13/24, showed Resident 2 was alert, oriented x 3 (person, place, and time) and had the mental capacity to make decisions.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Review of Resident 2's MDS dated [DATE], Section C, showed the BIMS score of 15. Under the section for Disorganized Thinking showed the behavior was not present.</p> <p>b. On 8/13/24 at 0922 hours, an interview was conducted with Resident 3. Resident 3 stated she could not remember the exact date or day, but remembered during lunchtime, a hamburger was served with pink and frozen patty. Resident 3 could not remember the name of the CNA she informed. Resident 3 also added that mostly the hamburgers were served not well cooked. Resident 3 stated she did not eat the hamburger when it was served because she did not like eating hamburgers cooked rare. Resident 3 further stated she preferred well-cooked hamburgers because not well-cooked hamburgers might get her sick.</p> <p>Medical record review for Resident 3 was initiated on 8/13/24. Resident 3 was admitted to the facility on [DATE].</p> <p>Review of Resident 3's H&P examination dated 7/11/24, showed Resident 3 was alert and oriented to person only.</p> <p>Review of Resident 3's MDS dated [DATE], Section C, showed the BIMS score of 14. Under the section for Disorganized Thinking showed the behavior was not present.</p> <p>c. On 8/13/24 at 0939 hours, an interview was conducted with Resident 4. Resident 4 stated the hamburgers were served rare a few weeks ago. Resident 4 was unable to remember exactly when it was served but just preferred not to eat it. Resident 4 further added it occurred mostly with the burgers and he did not like meats that cooked rare for it might make him sick.</p> <p>Medical record review for Resident 4 was initiated on 8/13/24. Resident 4 was admitted to the facility on [DATE].</p> <p>Review of Resident 4's H&P examination dated 9/8/23, showed Resident 4 was oriented to person, place, and time.</p> <p>Review of Resident 4's MDS dated [DATE], Section C, showed the BIMS score of 15. Under the section for Disorganized Thinking showed no behavior was present.</p> <p>d. On 8/13/24 at 1001 hours, an interview was conducted with Resident 1. Resident 1 stated she could not remember when, but it happened few weeks ago during lunchtime, the hamburger patty was brown on one side and pink on the other side. Resident 1 stated she called the CNA for the hamburger to be replaced but the replaced hamburger was still raw, still pink on the inside. Resident 1 stated she requested again for the hamburgers to be replaced and finally observed the hamburger patty was cooked compared to the other burgers. Resident 1 further stated she preferred well-cooked hamburgers because the hamburgers that not cooked well might get her sick.</p> <p>Medical record review for Resident 1 was initiated on 8/13/24. Resident 1 was admitted to the facility on [DATE].</p> <p>Review of Resident 1's H&P examination dated 8/13/24, showed Resident 1's was alert, oriented to person, place, and time.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Review of Resident 1's MDS dated [DATE], Section C showed the BIMS score of 15. Under the section for Disorganized Thinking showed the behavior was not present.</p> <p>e. On 8/13/24 at 1125 hours, an interview was conducted with Residents A and B. The residents wanted to be interviewed at the same time. Residents A and B stated they were not able to remember the date when it occurred but could recall the hamburgers were served with hard and pink patty. Residents A and B further stated they did not eat because they did not like the hamburgers.</p> <p>Medical record review for Resident A was initiated on 8/13/24. Resident A was admitted to the facility on [DATE].</p> <p>Review of Resident A's H&P examination dated 9/15/24, showed Resident A was alert and oriented to person, place, and time and had the capacity to make decisions.</p> <p>Review of Resident A's MDS dated [DATE], Section C, showed the BIMS score of 11. Under the section for Disorganized Thinking showed the behavior was not present.</p> <p>Medical record review for Resident B was initiated on 8/13/24. Resident B was admitted to the facility on [DATE].</p> <p>Review of Resident B's H&P examination dated 7/24/24, showed Resident B was alert and oriented to person, place, and time.</p> <p>Review of Resident B's MDS dated [DATE], Section C, showed the BIMS score of 14. Under the section for Disorganized Thinking showed the behavior was not present.</p> <p>On 8/14/24 at 1254 hours, an interview was conducted with CNA 3 who was assigned to Resident 1. CNA 3 stated Resident 1 requested for the hamburgers served at lunchtime to be replaced because she wanted a well-done hamburger patty. CNA 3 stated he observed the hamburger patty was little pink inside. CNA 3 stated he went to the kitchen to get another hamburger; however, Resident 1 observed the color of the hamburger patty was brown on the outside, but the inside was little pink on the replacement hamburger. CNA 3 stated he also saw the hamburger patty was still a little pink and was asked by Resident 1 to replace the hamburgers again. CNA 3 stated the third time the hamburger was replaced, it was okay, that it was well done. CNA 3 further stated it happened many times with the meat. CNA verified hamburgers should be well cooked.</p> <p>On 8/14/24 at 1340 hours, an interview and concurrent facility document review was conducted with the Dietary Supervisor. The Dietary Supervisor provided the copies of Menus for the month of July and August 2024. Review of the Good for Health Menus Form showed the hamburgers were served for lunch on 7/20/24. The lunch meal included hamburger on a bun with lettuce, pickle and tomato, potato salad, corn on cob, and frozen peach pie. The Dietary Supervisor verified the hamburgers were served on 7/24/24.</p> <p>On 8/14/24 at 1405 hours, an interview was conducted with CNA 4 assigned to Resident A on 7/20/24. CNA 4 stated she received concerns from the residents that meats served were not cooked well; however, CNA 4 was not able to recall the names of the residents and when it occurred. CNA verified that the hamburgers or any meats should be cooked well.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 8/14/24 at 1517 hours, an interview was conducted with CNA 5 who worked on 7/20/24. CNA 5 stated she remembered Resident 1 informed her that the hamburger was not well done and just relayed the message to Resident 1's assigned CNA.</p> <p>On 8/14/24 at 1556 hours, an interview with [NAME] 2 who worked on 7/20/24. [NAME] 2 stated she could not recall who the CNA or the resident was but noticed [NAME] 1 cooked a hamburger because the resident wanted to have the hamburger patty fully cooked. [NAME] 2 stated she observed [NAME] 1 gave the hamburger to a CNA but after few minutes the CNA came back stating the resident was not happy about the hamburger not well done. [NAME] 2 stated she cooked another hamburger to replace and received no complaint from the resident. [NAME] 2 verified the hamburgers should be cooked well. [NAME] 2 further stated if hamburgers were not cooked well, the residents might get sick.</p> <p>On 8/15/24 at 1348 hours, an interview was conducted with Resident 2. Resident 2 verified the uncooked hamburgers were discussed in the Resident Council meeting on 8/8/24, and further stated he wanted the meats like burgers to be well cooked.</p> <p>On 8/15/24 at 1340 hours, an interview and concurrent record review was conducted with the DS. The DS verified all meat products should be well cooked.</p> <p>2. Review of the facility's P&P titled Dietary Department Infection Control revised on 2/29/24, showed dietary employees will follow Infection Control Policies and Procedures as established and approved by the Facility's Infection Control Committee, to ensure that the dietary department is maintained in a sanitary condition in order to prevent food contamination and the growth of disease producing organisms and toxins. Personal cleanliness is required in sanitary food preparation. Cover hair, beard, and mustache with an effective hair restraint, such as hats, hair coverings, or nets while in any kitchen and food storage areas.</p> <p>On 8/15/24 at 1004 hours, an observation and concurrent interview was conducted with the DS in the kitchen. Dishwasher 1 was observed not wearing a beard restraint while working in the kitchen. The DS informed Dishwasher 1 to wear a beard restraint. The DS verified Dishwasher 1 should be wearing a beard restraint.</p>		

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<p>F 0921</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.</p> <p>49324</p> <p>Based on observation, interview, and facility P&P review, the facility failed to provide a safe, functional, sanitary, and comfortable environment for residents, staff, and visitors.</p> <p>* The facility failed to ensure the subcutaneous syringe was properly disposed in the sharps container disposal bin. This failure posed a risk safety to residents, staff, and visitors' safety.</p> <p>Findings:</p> <p>Review of the facility's P&P titled disposal of Medications and Medication Related Supplies revised on 4/2008 showed the used syringes and needles are disposed of safely and in accordance with applicable laws and safety regulations to avoid risk of needle sticks, the needles are not recapped after use. Immediately after use, the syringes and needles are placed into puncture resistant, one way containers specifically designed for that purpose. Whether kept in the medication room or affixed to the medication cart, the disposal containers are fitted with a lid that prohibits reaching into the container.</p> <p>On 8/13/24 at 1403 hours, an observation and concurrent interview was conducted with LVN 1 in hallway where Medication Cart A was located. A plastic sharps disposal container was observed attached to Medication Cart A. The lid of the disposal container had an instruction to place the sharp horizontally and lift to assure disposal. A subcutaneous syringe with needle was observed to be exposed and wedged vertically on the lid of the sharps disposal container. LVN 1 did not know who disposed of the syringed and verified the used syringe with needle was easily accessible to the residents, staff, and visitors. LVN 1 acknowledged the used subcutaneous syringe should be properly disposed after use.</p>