

Department of Health & Human Services
Centers for Medicare & Medicaid Services

Printed: 07/02/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 165227	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/16/2026
NAME OF PROVIDER OR SUPPLIER Birkwood Village of Fort Madison		STREET ADDRESS, CITY, STATE, ZIP CODE 1702 41st Street Fort Madison, IA 52627	
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)		
F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards. Based on observations, facility policy review and staff interviews, the facility failed to ensure kitchen staff followed safe food handling practices during the preparation and serving for the noon meal. The facility reported a census of 64 residents. Findings included: On 4/14/26 at 10:11 AM, during an interview, Staff A, Cook, reported she planned to serve baked chicken, baked potatoes or roasted potatoes and mixed vegetables for the lunch meal. Staff A planned to prepare 5 pureed servings and 5 mechanical soft (ground) meat servings. Observation of the meal preparation, during the same interview, revealed Staff A was already wearing a pair of gloves. Staff A grabbed a loaf of bread, opened a cooler, got out a gallon of milk and brought both to the prep counter by the Robot Coup (machine used to grind and puree food). Staff A touched a plastic covered menu and opened a drawer to get a pair of tongs. Without changing gloves, Staff A used the tongs and her right gloved hand to start picking up pieces hot chicken from a baking pan. Staff A ran her right gloved hand through the cooked chicken in the pan as she selected pieces to pull out of the pan and place in the Robot Coup for a total of 5 pieces of chicken. Wearing the same gloves, Staff A pulled out 5 slices of bread and broke the pieces of bread into small pieces with her gloved hands. Wearing the same gloves, Staff A picked up the gallon of milk by the handle, poured some milk into the Robot Coup with the chicken and bread, put the lid on the Robot Coup, and turned it on. Staff A grabbed a pan from a shelf and placed it by the Robot Coup. Staff A then stopped the Robot Coup, poured more milk in from the gallon jug, stirred the mixture with a spatula, and then started the machine again. Staff A grabbed a second pan and put it on the counter. Staff A grabbed a dry wash cloth sitting on the counter and wiped off counter and front of the Robot Coup. Staff A stopped the Robot Coup, stirred the mixture and started the machine back up. Staff A picked up and moved the gallon milk jug. Staff B, Dietary Aide, picked up the milk jug by the handle, dated the jug with a pen and then put the milk back in the cooler. Staff A stopped the Robot Coup, stirred the pureed mixture and poured it into one of the pans she had placed on the counter. After removing her gloves, washing her hands and gloving again, Staff A grabbed 5 pieces of chicken with her hands from the same pan of chicken she previously ran her unclean gloved hand through while selecting chicken to be pureed. Staff A placed the 5 pieces of selected chicken into the Robot Coup and ran the machine until the chicken was ground. Staff A poured the ground chicken into a pan, covered it and labeled it. Staff A removed her gloves, washed her hands, gloved, and got a clean wash cloth. Staff A turned on the prep sink faucet, and wet the cloth. Staff A then wiped down the counter top by the Robot Coup. With the same gloves on, Staff A used hot pads to open up the oven and grab out a pan with mixed vegetables. Staff A grabbed a large spoon, thermometer, and the hot pads. She carried the items around while looking for alcohol pads. Staff A found a alcohol pad, wiped down the thermometer, and stuck the thermometer into the mixed vegetables. Staff A grabbed a clean container and blade for the Robot Coup. Staff A placed the container on the Robot Coup machine and put the blade inside the container with her unclean gloved hand. Staff A then scooped 5 servings of mixed vegetables into the Robot Coup and pureed the mixed vegetables for the lunch service. On 4/14/26 at 11:01 AM, observation revealed Staff A washed her hands and gloved. Staff A opened drawers to get out spoons and tongs for lunch service. Staff A (continued on next page)		

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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 165227
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F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	grabbed a cart, placed alcohol pads on the top of the cart, and moved the cart next to the steam table. Wearing the same gloves, Staff A stuck the thermometer into the pureed chicken, and then used an alcohol pad to clean the thermometer. Staff A put her gloved fingers into the ground chicken, pinched some of the chicken together, and then stuck the thermometer into the ground chicken. When Staff A went to measure the temperature of the regular baked chicken, Staff A put her gloved fingers into the chicken, picked up a piece of chicken, and held the chicken up while she measured the temperature. Staff A then put the chicken back into the serving pan. Staff A used the same gloves to run her gloved hand through the roasted potatoes, picked some of the potatoes up to obtain a temperature reading, and then put those potatoes back in the pan. Prior to serving the first plate of food, Staff A removed her gloves, washed her hands and gloved. Observation revealed trays with individual resident menus set up on the top of the steam table where Staff A planned to serve from, and additional resident trays stacked to the side on an adjacent counter. As Staff A plated the food, Staff A was noted to touch trays, resident menus, plates, serving lids, serving tongs and serving spoon handles. Staff A moved serving lids off the food and back on as she plated the food for each resident. During the course of the service, Staff A touched the food of 30 of out 51 residents served with her gloved hands as she plated the food including the baked chicken, and/or the potatoes, and/or the mixed vegetables. Staff A would frequently use the tongs (for the chicken) or scoop to place food items on the plate with one hand and use the other hand to keep the items from rolling off the plate. For one resident, Staff A held a piece of chicken with tongs with her left hand while using her right gloved hand to pull and shred the chicken. During the course of service, Staff A got a pan of chicken out of the oven with hot pads, placed the pan on the steam table, and started plating food without removing her gloves and washing her hands. Staff A then grabbed a piece of chicken with her gloves and ripped the chicken from the bone to serve to a resident. For another resident, Staff A scooped some roasted potatoes on the plate, pulled one of the potatoes off with her gloved hand and threw the potato back in the serving pan. Staff A continued to serve residents roasted potatoes from the same pan. For another resident, Staff A picked up two pieces of chicken with the serving tongs. Staff A picked up one of the pieces of chicken with her gloved hand and placed the chicken back in the serving pan. Staff A continued to serve residents chicken from the same pan. On 4/15/26 at 3:50 PM, during an interview, Staff C, Cook, reported it was not acceptable to touch food with gloved hands after touching the surface of other objects due to concerns with cross contamination of food. Staff C reported if food needed to be handled by gloved hands, then staff would need to wash hands and put on a different pair of gloves. On 4/16/26 at 7:46 AM, during an interview, the Dietary Manager reported that the general kitchen practice was to deglove and wash hands when going from one task to another. The Dietary Manager reported staff should change gloves after touching different surfaces such as counters and trays because of the risk of cross contamination of the food. The Dietary Manager explained the staff should not be touching food with gloved hands while serving Review of the facility policy, titled Food Safety Requirements, dated 3/1/26, revealed, in part, staff would follow food safety practices throughout the facility's entire food handling process .staff shall adhere to safe hygienic practices to prevent contamination of foods from hands and physical objects .staff shall exhibit appropriate use of gloves, tongs, deli paper and spatulas. On 4/14/26 at 10:11 AM, during an interview, Staff A, Cook, reported she planned to serve baked chicken, baked potatoes or roasted potatoes and mixed vegetables for the lunch meal. Staff A planned to prepare 5 pureed servings and 5 mechanicals soft (ground) meat servings. During the observation started after the interview, Staff A, [NAME] started preparation of the puree and mechanical soft meals. Without a change of gloves or completing hand hygiene, Staff A took out pieces of 5 bread, obtained a gallon of milk from the cooler, and placed both on the counter by the Robot Coup (machine used to grind and puree food). Staff A touched a plastic covered menu and opened a drawer to get a pair of tongs. Without changing gloves, Staff A used the tongs and her right hand to pick apart pieces of chicken in the baking pan. Staff A then used her right hand to move the chicken around in the pan, picked out 5 pieces of chicken to use for the pureed (continued on next page)		

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F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	servings and moved the pieces into the Robot Coup with the tongs. Without a change of gloves, Staff A pulled out 5 pieces of bread, tore up the bread and placed it into the Robot Coup. Without glove change, Staff A picked up the gallon of milk and poured the desired amount into the Robot Coup, placed the lid on and started the device. Staff A took a pan from a shelf and placed in next to the Robot Coup. Staff A stopped the machine to pour in more milk, stirred the mixture and restarted the device. Staff A obtained a second pan and put it on the counter. Wearing the same gloves, Staff A used a dry wash cloth and wiped off the counter and the front of the Robot Coup. Staff A stopped to check and stir the puree mixture two additional times. Staff A then poured the mixture into one of the pans that had been placed on the countertop. During an observation on 4/14/26 at 11:01 AM, Staff A, Cooked washed her hands and put on gloves. Staff A opened drawers to get out spoons and tongs for the lunch service. Staff A moved a cart next to the steam table and placed alcohol pads on the top of the cart. Wearing the same gloves, Staff A used the thermometer to take the temperature of the pureed chicken, and then wiped the thermometer with an alcohol pad. Without a change of gloves or completing hand hygiene, Staff A picked up ground chicken, pinched the mixture together and used the thermometer to get a temperature. Without a change of gloves, Staff A then picked up a piece of unaltered chicken, and used the thermometer to get a temperature. Staff A placed the chicken back into the serving pan. Without a change of gloves, Staff A moved the roasted potatoes around in the pan, picked up some potatoes and used the thermometer to check the temperature and put the potatoes back into the serving pan. Prior to starting the meal service, Staff A removed gloves, washed her hands and put on new gloves. During the service, Staff A picked up resident menu's, serving lids, tongs, serving spoon handles and touched the food on 30 of 51 plated meals. This occurred when Staff A used the tongs or scoop to place food items on the plate with one hand and used her other hand to keep the items from rolling off the plate. When preparing one place, without a change of gloves, Staff A picked up a piece of chicken, tore the meat off the bone and placed the chicken on a plate. For another plate prep, Staff A scooped out roasted potatoes onto a plate, pulled off a potato stuck to her glove and put it back into the serving pan which was used to serve other residents. During an interview on 4/15/26 at 3:50 PM, Staff C, Cook, stated it was not acceptable to touch food with gloved hands after touching the surface of other objects due to concerns with cross contamination of food. Staff C reported if food needed to be handled by gloved hands, then staff would need to wash hands and put on a different pair of gloves. During an interview on 4/16/26 at 7:46 AM, the Dietary Manager stated that the general kitchen practice was to deglove and wash hands when going from one task to another. The Dietary Manager explained staff should change gloves after touching different surfaces such as counters and trays because of the risk of cross contamination of the food. The Dietary Manager stated the staff should not be touching food with gloved hands while serving. Review of the facility policy, titled Food Safety Requirements, dated 3/1/26, revealed, in part, staff would follow food safety practices throughout the facility's entire food handling process. Staff shall adhere to safe hygienic practices to prevent contamination of foods from hands and physical objects. Staff shall exhibit appropriate use of gloves, tongs, deli paper and spatulas.		

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F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observations, clinical record review, facility housekeeping checklist, facility policy review, resident and staff interviews, the facility failed to clean resident's room daily for 1 of 2 residents reviewed for environment (Resident #1). The facility reported a census of 64 residents. Findings include: The Minimum Data Set (MDS) assessment dated [DATE] revealed Resident #1 scored a 13 out of 15 on the Brief Interview for Mental Status (BIMS) exam, which indicated cognition intact. During an interview on 4/13/26 at 1:35 PM, Resident #1 stated his room got dirty because housekeeping didn't come and clean it for a week. Resident #1 stated a Certified Nurse Aide (CNA) went and got a broom and dustpan and cleaned it. Resident #1 stated he was told that housekeeping saw Resident #1 exposed and so housekeeping refused to come in Resident #1 room. Resident #1 stated he didn't know if housekeeping had seen him exposed or not. Resident #1 stated housekeeping cleaned his roommate's side of the room. During an interview on 4/14/26 at 2:18 PM, Resident #1 stated his room was not cleaned today. Observation of the room revealed shoes stuck to the floor, and clumps of black debris on the floor. During an observation on 4/15/26 at 11:04 AM, black clumps of debris remained on floor in same location, bedside table had visible smudges, and empty urinal on floor behind the head of the bed. During observation 4/15/26 at 2:27 PM, Resident #1 floor still not swept. Resident #1 stated he didn't think anyone cleaned his room today, but he had been out of the facility earlier and did not know if a housekeeper came in during that time. During an observation on 4/16/26 at 8:33 AM, Resident #1 floor was still not swept, same black clumps of debris on the floor in same area, and urinal remained on floor behind the head of the bed. During an interview on 4/15/26 at 3:40 PM, Staff E, CNA queried on when Resident #1's room cleaned, and she stated not as often as she would like. Staff E stated the resident had told her the room is not being cleaned. Staff E stated housekeeping has been informed and Staff G, Housekeeping would clean the room. During an interview on 4/15/26 at 3:56 PM, Staff F, CNA asked on the cleanliness of Resident #1 room and Staff F stated Resident #1 room was horrible. Staff F stated she went in Resident #1 room last Thursday with a broom and dustpan and cleaned the room. Staff F stated Resident #1 expressed his appreciation. Staff F stated Resident #1 told her housekeeping cleaned Resident #1 roommate's side of the room but didn't clean Resident #1 room. Staff F stated she had not seen Resident #1 room that dirty before and she was stepping on things. During an interview on 4/16/26 at 11:07 AM, Staff G, Housekeeping asked if he cleaned Resident #1 room and Staff G stated he cleaned one half of the room every once in a while, and the room was pretty dirty when Staff G cleaned it. Staff G stated he didn't know why the other housekeeper didn't clean it. Staff G stated he cleaned Resident #1 monthly. During an interview on 4/16/26 at 11:13 AM, Staff H, Housekeeping stated Staff G was supposed to clean Resident #1 room. Staff H stated Resident #1 liked to lay unclothed and Staff H supervisor told her Staff G would clean it. Staff H stated she would clean Resident #1 room when Resident #1 took a shower and the last time Staff H cleaned the room was a couple of weeks ago. During an interview on 4/16/26 at 11:30 AM, the Housekeeping Supervisor stated the housekeeper down Hall 4 felt uncomfortable with Resident #1. The Housekeeping Supervisor stated the facility tried to clean the room when Resident #1 took a shower because Resident #1 stayed in his room most of the time. The Housekeeping Supervisor stated the rooms needed cleaned daily and the Housekeeping Supervisor was not aware Resident #1 had been neglected. During an interview on 4/16/2026 at 1:24 PM, the Housekeeping Supervisor stated the housekeeper that was supposed to be cleaning Resident #1 room used a checklist for his job duties. The Housekeeping Supervisor stated she needed to add Resident #1 room to the housekeeper's checklist otherwise the housekeeper didn't know he needed to do. A review of the facility policy titled; Resident Room Checklist for Housekeeping (no date identified) indicated the following tasks: a. Wipe down all high touch surfaces such as bedside tables. b. Dust mop (continued on next page)		

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F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	room starting at furthest point from bed and work towards the bedc. Mop room starting at the furthest point from bed and work towards the bedd. Check off the daily list.		