

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 165293	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/12/2024
NAME OF PROVIDER OR SUPPLIER Southern Hills Specialty Care		STREET ADDRESS, CITY, STATE, ZIP CODE 444 North West View Drive Osceola, IA 50213	

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 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>49990</p> <p>Based on direct observation, staff interview, and facility document review, the facility failed to serve meals in a manner that protects residents from cross-contamination. The facility reported a census of 85.</p> <p>Findings include:</p> <p>A direct observation of the lunch meal on 09/09/24 at 12:26 PM revealed Staff A, Restorative Aide (RA), used her ungloved fingers and hand to move ice from a Styrofoam cup into a resident's drink when the resident requested ice in his drink.</p> <p>A direct observation of the lunch meal on 09/09/24 at 01:08 PM in which Staff B, Certified Nurse's Aide (CNA), assisted three separate residents with eating without using hand hygiene in between each resident. During the same meal observation she served three meals with her fingers touching resident's food.</p> <p>A direct observation of the lunch meal on 09/10/24 at 12:38 PM revealed Staff C, CNA, providing feeding assistance for two residents without using hand hygiene between either resident.</p> <p>In an interview on 09/12/24 at 10:38 AM with Staff D, she stated policy dictates nursing staff should never touch a resident's food. They are to avoid putting their fingers on the top of the plate. If they do touch resident food, they are to take the food back to the kitchen and request a fresh plate. She acknowledged when providing feeding assistance hand hygiene must be performed between each resident.</p> <p>In an interview on 09/12/24 at 10:45 AM with Staff E, Registered Nurse (RN), she stated staff are to perform hand hygiene before serving food and to never touch the food or top of the plate. If staff are providing feeding assistance they should wash or otherwise sanitize their hands in between each resident assisted.</p> <p>(continued on next page)</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>In an interview on 09/12/24 at 10:34 AM with the Director of Nursing (DON), she stated nursing staff are expected to follow facility policies and procedures when providing feeding assistance or serving food. She acknowledged this included the sanitation of hands before serving food, avoiding contact with resident food, and sanitizing hands when switching to assist a new resident. She stated it is never acceptable to touch food or drink directly. Staff should acquire fresh food should a mistake be made.</p> <p>Review of a facility provided document titled Handwashing/Hand Hygiene, last revised in August 2019, documented hands are to be washed after coming into contact with a resident, before and after eating or handling food, and before and after assisting a resident with meals.</p>