

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  235412	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  06/11/2024
NAME OF PROVIDER OR SUPPLIER  The Villa at Traverse Point		STREET ADDRESS, CITY, STATE, ZIP CODE 2828 Concord St Traverse City, MI 49684	

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 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>49735</p> <p>Based on observation, interview, and record review the facility failed to provide food in a manner that was a palatable (preferable) temperature for 15 of 27 residents interviewed. This deficient practice resulted in frustration with meals and the potential for weight loss and diminished nutrition. Findings include:</p> <p>During an interview on 6/10/24 at 11:22 a.m., CR609 stated Often times the food is cold or cool CR609 stated I do ask them to warm up the food, but some food is rubbery when it gets warmed.</p> <p>During an interview on 6/10/24 at 11:30 a.m., CR610 was asked about the temperature and palatability of the food. CR610 stated the food is cold.</p> <p>During an interview on 6/9/24 at 3:13 p.m., CR614 was asked about the temperature and palatability of the food. CR614 stated the food is cold.</p> <p>During a confidential group interview on 6/10/24 at 2:00 p.m., 12 Resident who remained confidential per request (CR600, CR601, CR602, CR603, CR604, CR605, CR606, CR607, CR608, CR611, CR612, and CR613) of 27 residents agreed the food is not palatable due to cold temperatures of food. CR602 stated the food is cold when the staff bring it to CR602's room as they are served last. CR602 stated the vegetables are over-cooked and mushy. CR600 stated the bread or buns get soggy and mushy when the bread is on a plate near items with water in it. CR601 stated salt and pepper are not available on meal trays.</p> <p>During an interview on 6/11/24 at approximately 12:30 p.m., the NHA (Nursing Home Administrator) acknowledged residents had food temperature concerns that were brought to him from resident council meetings. The NHA stated It is something we have to work on.</p> <p>13791</p> <p>On 6/09/24 at approximately 3:45 PM, the steam table was observed to have been set up for the evening meal. A full sized pan was observed in one of the steam wells covered with aluminum foil. [NAME] B was asked what was in the pan and was identified as Brussels spouts and had been placed in the steam table about 15 minutes ago. The temperature of the spouts was measured to be 201 F. When asked when the evening meal was to begin, [NAME] B stated it would be in about an hour. The Brussels spouts were observed to be over cooked, mushy lacking full nutritive value.</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 - Many</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 13791</p> <p>Based on observation, interview and record review, the facility failed to store, prepare, distribute, and serve food in accordance with professional standards for food service safety. This deficient practice has the potential to result in food borne illness among any and all 76 residents. Findings include:</p> <p>On [DATE] between 1:10 PM and 2:00 PM, initial observations of the kitchen were made. During this period, two stainless steel pans of sliced ham steaks were observed sitting on a food preparation table. No staff were in the kitchen preparing food. Dietary Assistant (DA) C was in the dish washing room conducting dish washing and was interviewed at this time and asked the whereabouts of kitchen staff. DA C stated they were outside on break. The temperature of the ham steaks was measured with a metal stem digital probe thermometer and found to be between 54 F and 61 F. A pan of ham steaks observed in the walk in refrigerator was found to have a temperature of 48 F.</p> <p>During the same initial observations, a stainless steel pan of tuna salad was observed to have a plastic wrap cover with dates of ,d+[DATE] and ,d+[DATE]. An interview with DA C was conducted at approximately 1:40 PM and learned the product was expired and was subsequently disposed of. The wire rack shelves in both the [NAME] (brand name) and Traulsen (brand name) refrigerators were observed to have the coating worn off and had become rusted and uncleanable.</p> <p>On [DATE] between 2:15 PM and 2:30 PM, the pantry refrigerators for Station I and Station II containing residents' food were observed. The station II refrigerator contained six meat and cheese sandwiches had expiration dates of ,d+[DATE]. Also in the Station II refrigerator was a bag from a local fast food chain with food inside. The bag was lacking any identification related to whom it belonged or any dates of placement or expiration, Station I pantry refrigerator contained a dozen eggs, not procured from an approved source, and were noted to be colored eggs. An interview with nursing staff G revealed the eggs had been brought in by one staff from their chicken farm, for another staff member. The eggs were observed to still have soiled shells in the carton.</p> <p>On [DATE] at approximately 4:00 PM, staff were observed to be placing food in the steam table in the main dining room. It was observed there were no hand towels at the only hand sink available to food service staff. Again on [DATE] at 7:00 AM the hand towel dispenser was observed to be empty. An interview with [NAME] F was conducted at this time and asked if there were any hand towels who then stated I guess not. At the noon meal at approximately 11:45 AM the dispenser was still empty. This was brought to the attention of Certified Dietary Manager (CDM) A who promptly filled the dispenser.</p> <p>On [DATE] between 11:30 AM and 12:00 noon, [NAME] F was observed entering and exiting the door between the kitchen and the dining room where the steam table and food service was conducted. [NAME] F took a pair of gloves out of a box and placed them on her hands without washing her hands.</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 - Many</p>	<p>On [DATE] at approximately 11:45 AM, the temperature of a container of pureed chicken, as identified by [NAME] F was measured and found to be 115 F. An interview with [NAME] F was conducted at this time and shown the temperature of the chicken, [NAME] F only replied Oh. When asked what the holding temperature was supposed to be, [NAME] F did not reply. At this same time, two ham and cheese sandwiches were observed sitting on a metal cart adjacent to the steam table. The internal temperature of the sandwiches was measured to be 51 F. No attempt at keeping the sandwiches cold was being made.</p> <p>The FDA Food Code 2017 states:</p> <p>.d+[DATE].16 Time/Temperature Control for Safety Food, Hot and Cold Holding.</p> <p>(A) Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under S,d+[DATE].19, and except as specified under (B) and in (C ) of this section, TIME/TEMPERATURE CONTROL FOR SAFETY FOOD shall be maintained:</p> <p>(1) At 57oC (135oF) or above, except that roasts cooked to a temperature and for a time specified in , d+[DATE].11(B) or reheated as specified in .d+[DATE].11(E) may be held at a temperature of 54oC (130oF) or above;P or</p> <p>(2) At 5 C (41 F) or less</p> <p>.d+[DATE].12 Hand Drying Provision.</p> <p>Each HANDWASHING SINK or group of adjacent HANDWASHING SINKS shall be provided with:</p> <p>(A) Individual, disposable towels;</p> <p>(B) A continuous towel system that supplies the user with a clean towel;</p> <p>.d+[DATE].14 When to Wash.</p> <p>FOOD EMPLOYEES shall clean their hands and exposed portions of their arms as specified under S , d+[DATE].12 immediately before engaging in FOOD preparation including working with exposed FOOD, clean EQUIPMENT and UTENSILS, and unwrapped SINGLE-SERVICE and SINGLE-USE ARTICLES and:</p> <p>(H) Before donning gloves to initiate a task that involves working with FOOD;</p>		