

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265787	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/25/2024
NAME OF PROVIDER OR SUPPLIER Laverna Manor Health & Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 904 Hall Avenue Savannah, MO 64485	

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 0557</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to be treated with respect and dignity and to retain and use personal possessions.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 44395</p> <p>Based on observation, interview, and record review, the facility failed to ensure they cared for residents in a dignified way when they served meals with plastic cutlery and Styrofoam for three (Resident #1, #2, and #3,) of three sampled residents. The facility census was 74.</p> <p>Review of the facility provided policy, Resident Rights, dated December 2016 showed:</p> <ul style="list-style-type: none"> -Rights include a resident's right to a dignified existence. <p>Review of the facility provided policy, Dignity, dated February 2021 showed:</p> <ul style="list-style-type: none"> -Each resident shall be cared for in a manner that promotes and enhances his/her sense of well-being, level of satisfaction with life and feelings of self-worth and self-esteem. -Residents are treated with dignity and respect at all times. -The facility culture supports dignity and respect for residents by honoring resident goals, choices and preferences. -Residents are provided with a dignified dining experience. <p>1. Review of Resident #1 quarterly Minimum Data Set (MDS: a federally mandated assessment tool completed by facility staff) dated 2/23/24 showed:</p> <ul style="list-style-type: none"> -Brief Interview of Mental Status (BIMS) of 15: indicated no cognitive loss. -Substantial to maximum assistance with Activities of Daily Living (ADL's: skills required to care for oneself such as eating, bathing, mobility and transfers); -Diagnoses of Chronic Obstructive Pulmonary Disease (COPD: a collection of diseases cause blockages in airflow and breathing difficulty), pain in the hip, Fibromyalgia (a long-lasting disorder that causes fatigue, pain and tenderness throughout the body), and obesity. <p>Review of the resident's comprehensive care plan dated 3/2/24 showed:</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 0557</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-Provide and serve his/her diet as ordered. Regular diet, regular consistency.</p> <p>-The resident was able to feed himself/herself with setup, and preferred to eat in his/her room.</p> <p>During an interview on 3/21/24 at 10:29 A.M. Resident #1 said:</p> <p>-Meals were served on paper because the dishwasher was broken.</p> <p>-The dishwasher has been working off and on, mostly off, for over two months.</p> <p>-He/She would rather eat on glass dishes.</p> <p>-Styrofoam should be used for a picnic, not dinner at home.</p> <p>2. Review of Resident #2 Quarterly MDS dated [DATE] showed:</p> <p>-BIMS of 15, indicated no cognitive loss;</p> <p>-Partial to moderate assistance with ADL's;</p> <p>-Diagnoses of Depressive Disorder (a condition that causes sadness and loss of interest that effect daily life), contracture (shortening and hardening of muscles and tendons that cause joint deformity), Quadriplegia (loss of ability to move all four limbs).</p> <p>Review of the resident's comprehensive Care Plan dated 1/26/24 showed:</p> <p>-Serve his/her diet as ordered. Regular diet and regular consistency.</p> <p>-He/She feeds himself/herself in his/her room with setup assistance.</p> <p>During an interview on 3/21/24 at 11:57 A.M. the resident said:</p> <p>-He/She did not like eating on Styrofoam dinnerware.</p> <p>-He/She would prefer to have glass dishes.</p> <p>3. Review of Resident #3 quarterly MDS dated [DATE] showed:</p> <p>-BIMS of 15; indicated no cognitive loss;</p> <p>-Substantial to maximum assistance with ADL's;</p> <p>-Diagnoses of Cerebral Vascular Accident (stroke: blocked flow of blood to part of the brain), contracture, muscle weakness, depressive disorder.</p> <p>Review of the resident's comprehensive Care Plan dated 3/21/23 showed:</p> <p>-Serve diet as ordered. Regular diet, regular texture.</p> <p>(continued on next page)</p>		

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<p>F 0557</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-He/She feeds him/herself in his/her room, setup per his/her preference.</p> <p>During an interview on 3/21/24 at 12:15 P.M. the resident said:</p> <p>-He/She did not like Styrofoam.</p> <p>-It had been months since glass dishes were used.</p> <p>During an interview on 3/21/24 at 11:34 A.M. the Dietary Director said:</p> <p>-The dish washing machine has not been functioning for two months.</p> <p>-The dish washing machine was fixed and broke down again multiple times.</p> <p>-The facility was using paper dishes and hand washing pots and pans.</p> <p>-It was easier to use paper products for serving meals.</p> <p>Observations on 3/21/24 at 11:42 A.M. showed dietary staff dished and served meals on Styrofoam plates. Plastic silverware on the plastic tray for meal service.</p> <p>During an interview on 3/21/24 at 11:47 A.M. Certified Nurse Aide (CNA) C said:</p> <p>-He/She had worked for the facility since February.</p> <p>-Styrofoam plates and plastic ware have been used at least two weeks of his/her time worked at the facility.</p> <p>-He/She was aware of two days that meals were served on glass dishes, then the dishwasher broke again and Styrofoam was used.</p> <p>During an interview on 3/21/24 at 1:10 P.M. CNA A said:</p> <p>-Meals have been served on paper plates for well over a month.</p> <p>-He/She was told the dish washing machine was broke, worked a day or two then broke again.</p> <p>-The residents do not like eating on Styrofoam.</p> <p>During an interview on 3/21/24 at 1:43 P.M. CNA B said:</p> <p>-Styrofoam plates have been used over two weeks, and probably over a month or more.</p> <p>During an interview on 3/21/24 at 2:15 P.M. the Administrator said:</p> <p>-The dish washing machine was fixed on 3/21/24.</p> <p>-The evening meal would be served on regular dishes.</p> <p>(continued on next page)</p>		

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<p>F 0557</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-The dish washing machine was not down for two months.</p> <p>-The dish washing machine was leaking and could still be used in January and February.</p> <p>-The machine blew a fuse over the weekend of 3/16/24 to 3/17/24 and was unable to be used.</p> <p>-There was a problem with heating to the correct temperature and the chemical booster, and the dish washing machine may have been out of working order for a week.</p> <p>-She was unsure of date of the heating/chemical issues.</p> <p>-It was not the facility's goal to serve meals on paper products.</p> <p>-She does not believe it is a dignity concern to serve meals on Styrofoam dishes just because the residents do not like it.</p> <p>MO233129</p>

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<p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual 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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 47195</p> <p>Based on observation and interview the facility failed to ensure menus were prepared in advance when menus were developed and prepared to meet resident choice when menus were not posted in advance, residents were not offered to choose their menu options, and alternatives were not posted for residents to see. This deficient practice affected three of five sampled residents, (Resident #2, #3 and #4) The facility census was 58.</p> <p>Review of facility policy, The Dining Experience, dated 2021, showed:</p> <ul style="list-style-type: none"> -Dining experience will be person centered with purpose of enhancing each individual's quality of life being supportive of each individual's needs during dining. <p>1. Review of Resident #2's quarterly Minimum Data Set, (MDS, a federally mandated assessment tool completed by the facility staff) dated 3/17/24, showed:</p> <ul style="list-style-type: none"> -He/She had a Brief Interview fro Mental Status (BIMS) score of 13 and was cognitively intact; -He/She had clear speech, was able to make self-understood and had clear comprehension of others; -He/She was independent with eating; -Diagnoses included: stroke (damage to the brain from interruption of its blood supply), generalized muscle weakness, lack of coordination, unsteadiness on feet, and dysphagia (difficulty swallowing foods or liquids). <p>Review of care plan, revised 7/20/23, showed:</p> <ul style="list-style-type: none"> -Monitor for signs/symptoms of dysphagia; -Resident had potential nutritional problem due to stroke poor intake and poor appetite at times; -Provide and serve diet as ordered. Regular/mechanical texture, thin consistency. Fortified cereal at breakfast. Fortified potatoes at lunch/supper. -Resident eats in dining room feeds self with setup encourage him/her to finish meals. <p>Review of physician's order, dated 4/30/24, showed:</p> <ul style="list-style-type: none"> -Regular diet pureed texture, thin consistency, resident was at severe aspiration risk. <p>During an interview on 4/30/24 at 9:14 A.M. the resident said:</p> <ul style="list-style-type: none"> -He/She never gets to pick out what he/she eats except at breakfast; <p>(continued on next page)</p>

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<p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>2. Review of Resident #3's quarterly MDS, dated [DATE], showed:</p> <ul style="list-style-type: none"> -He/She had a BIMS of 15, was cognitively intact; -He/She had clear speech, was able to make self-understood and had clear comprehension of others; -He/She required set up or clean up assistance with eating; <p>-Diagnoses included: Renal failure (condition when the kidney stops working), gastric ulcer with perforation (a condition where the lining of stomach split open), peritonitis (a condition of inflammation of the lining of belly or abdomen), nausea with vomiting.</p> <p>Review of care plan, revised 4/30/24, showed:</p> <ul style="list-style-type: none"> -Resident was able to feed themselves with setup, prefers to eat in his/her room. -Resident at risk for less than adequate nutritional intake due to poor appetite at times; -Encourage use of seasoning, if not contraindicated by diet order <p>Review of physician's orders, dated 4/30/24, showed:</p> <ul style="list-style-type: none"> -Regular diet of mechanical soft texture, regular/thin consistency. <p>During an interview on 4/30/24 at 9:20 A.M. the resident said:</p> <ul style="list-style-type: none"> -He/She does not get to choose what he/she was served. <p>3. Review of Resident #4's quarterly MDS, dated [DATE], showed:</p> <ul style="list-style-type: none"> -He/She had a BIMS of 14, was cognitively intact; -He/She had clear speech, was able to make self-understood, and had clear comprehension of others; -He/She was independent with eating; <p>-Diagnoses included renal failure (condition in which the kidney stops working), osteoarthritis of right knee (a degenerative disease when flexible, protective tissue at end of bones, called cartilage, wears down), pain, and high blood pressure.</p> <p>Review of care plan, revised 7/20/23, showed:</p> <ul style="list-style-type: none"> -He/She had potential for inadequate nutritional intake due to impaired vision/depression; -Provide and serve diet as ordered. <p>Review of physician's orders, dated 4/30/24, showed:</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 4/30/24 at 1:25 P.M., CNA B said:</p> <ul style="list-style-type: none"> -He/She did not have meal tickets for all residents at lunch today while serving trays; -If tickets are lost he/she just has to look around dining room; -For room trays, he/she knows all residents have been served meals by looking for metal plate warmer cover outside resident rooms doors as staff sticks the plate over between the handrail outside resident room doors. <p>During an interview on 4/30/24 at 3:46 P.M., Administrator said:</p> <ul style="list-style-type: none"> -He/She did not know if menus should be posted in facility; -Residents are made aware of food choices through printed ticket system. <p>MO234912</p>

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 47195</p> <p>Based on observation and interviews, the facility failed to ensure staff served food to the residents that was palatable, attractive, and served at a safe and appetizing temperature when hot food was not served at an appetizing temperature (Resident #1, #2, #3, and #4), when meat was too hard to be cut (Resident #5), and when condiments were not offered (Resident #1) for five of five sampled residents (Resident #1, #2, #3, #4, and #5). The facility had a census of 58.</p> <p>Review of facility policy, the dining experience, dated 2021, showed:</p> <p>-The dining experience will be person centered with the purpose of enhancing each individual's quality of life and being supportive of each individual's needs during dining. Individuals will be provided with nourishing, palatable, attractive meals that meet daily nutritional, and/or special dietary needs and food preferences and are served at a safe and appetizing temperature.</p> <p>-Food will be at the proper temperature, texture, and/or consistency to meet each individual's needs and desires. Mechanically altered diets, such as pureed diets, will be prepared and served as separate entree items.</p> <p>Review of facility policy, Food Temperatures, dated 2021, showed:</p> <p>-All foods must be cooked to appropriate temperatures, held, and served at a temperature of at least 135 degrees.</p> <p>-Hot food items may not fall below 135 degrees after cooking.</p> <p>1. Review of Resident #1's quarterly minimum data set (MDS), a federally mandated assessment tool completed by facility staff, dated 2/6/24, showed:</p> <p>-He/She had a Brief Interview Mental Status (BIMS) score of 15, a brief cognitive screening tool used to measure and track resident's cognitive decline or improvement in long-term care, showed resident was cognitively intact;</p> <p>-He/She had clear speech, was able to make self-understood and had clear comprehension of others;</p> <p>-He/She required set up or clean up assistance with eating;</p> <p>-Diagnoses included: Respiratory failure, diabetes (a condition causing too much sugar in the blood), gastro-esophageal reflux disease (a condition where stomach acid or bile irritates the food pipe lining).</p> <p>Review of care plan, dated 11/7/23, showed:</p> <p>-Provide and serve diet as ordered. Regular diet regular texture, regular consistency. He/She feeds him/herself in the dining room, will occasionally eat in room.</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Review of physician's orders, dated 4/30/24, showed:</p> <ul style="list-style-type: none"> -Regular diet, regular texture with thin consistency. <p>During an interview on 4/30/24 at 8:42 A.M., resident said:</p> <ul style="list-style-type: none"> -He/She ate lunch in dining room and breakfast and dinner in his/her room; -Lunch was always late and sometimes he/she did not get his/her meal until 6:30 P.M. when it was supposed to be served at 5:30 P.M.; -Food is cold when it arrives to him/her. <p>Observation on 4/30/24 at 12:39 P.M. showed resident ordered alternative hamburger. The hamburger was served on two pieces of bread, with no additional items.</p> <p>During an interview on 4/30/24 at 1:00 P.M., resident said:</p> <ul style="list-style-type: none"> -He/She would have liked to have had her hamburger served on a hamburger bun, with pickles and cheese. <p>2. Review of Resident #2's quarterly MDS, dated [DATE], showed:</p> <ul style="list-style-type: none"> -He/She had a BIMS of 13 and was cognitively intact; -He/She had clear speech, was able to make self-understood and had clear comprehension of others; -He/She was independent with eating; -Diagnoses included: stroke (damage to the brain from interruption of its blood supply), generalized muscle weakness, lack of coordination, unsteadiness on feet, and dysphagia (difficulty swallowing foods or liquids). <p>Review of care plan, revised 7/20/23, showed:</p> <ul style="list-style-type: none"> -Monitor for signs/symptoms of dysphagia; -Resident had potential nutritional problem due to stroke poor intake and poor appetite at times; -Provide and serve diet as ordered. -Resident eats in dining room feeds self with setup and encourage him/her to finish meals. <p>Review of physician's order, dated 4/30/24, showed:</p> <ul style="list-style-type: none"> -Regular diet pureed texture, thin consistency, resident was at severe aspiration risk. <p>During an interview on 4/30/24 at 9:14 A.M., Resident said:</p> <p>(continued on next page)</p>

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-In general the food is not good;</p> <p>-Food is cold when it was served;</p> <p>3. Review of Resident #3's quarterly MDS, dated [DATE], showed:</p> <p>-He/She had a BIMS of 15, was cognitively intact;</p> <p>-He/She had clear speech, was able to make self-understood and had clear comprehension of others;</p> <p>-He/She required set up or clean up assistance with eating;</p> <p>-Diagnoses included: Renal failure (condition when the kidney stops working), gastric ulcer with perforation (a condition where the lining of stomach split open), peritonitis (a condition of inflammation of the lining of belly or abdomen), nausea with vomiting.</p> <p>Review of care plan, revised 4/30/24, showed:</p> <p>-Resident was able to feed themselves with setup, prefers to eat in his/her room.</p> <p>-Resident at risk for less than adequate nutritional intake due to poor appetite at times;</p> <p>-Encourage use of seasoning, if not contraindicated by diet order.</p> <p>Review of physician's orders, dated 4/30/24, showed:</p> <p>-Regular diet of mechanical soft texture, regular/thin consistency.</p> <p>During an interview on 4/30/24 at 9:20 A.M., Resident said:</p> <p>-Food could be seasoned as it did not taste good;</p> <p>- Food is often cold;</p> <p>4. Review of Resident #4's quarterly MDS, dated [DATE], showed:</p> <p>-He/She had a BIMS of 14, was cognitively intact;</p> <p>-He/She had clear speech, was able to make self-understood, and had clear comprehension of others;</p> <p>-He/She was independent with eating;</p> <p>-Diagnoses included renal failure, osteoarthritis of right knee (a degenerative disease when flexible, protective tissue at end of bones, called cartilage, wears down), pain, and high blood pressure.</p> <p>Review of care plan, revised 7/20/23, showed:</p> <p>-He/She had potential for inadequate nutritional intake due to impaired vision/depression;</p> <p>(continued on next page)</p>		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265787	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/25/2024
NAME OF PROVIDER OR SUPPLIER Laverna Manor Health & Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 904 Hall Avenue Savannah, MO 64485	

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-Provide and serve diet as ordered;</p> <p>Review of physician's orders, dated 4/30/24, showed:</p> <p>-Regular diet, regular texture, regular and thin consistency;</p> <p>During an interview on 4/30/24 at 2:26 P.M., resident said:</p> <p>-Food is cold quite a bit;</p> <p>-Lunch today was not good at all;</p> <p>-Meat is hard and difficult to chew;</p> <p>-Yesterday facility served riblets sandwich and the meat was as hard as a brick.</p> <p>5. Review of Resident #5's quarterly MDS, dated [DATE], showed:</p> <p>-He/She had a BIMS of 9, he/she had moderately impaired cognition;</p> <p>-He/She had unclear speech;</p> <p>-He/She sometimes understands by responding adequately to simple and direct communication only;</p> <p>-He/She required supervision or touching assistance with verbal cues or touching while eating;</p> <p>-Diagnoses included stroke, aphasia (a condition that affects a person's ability to express or understand written or spoken language), and dysphagia.</p> <p>Review of care plan, revised 12/20/23, showed:</p> <p>-Resident was able to feed self with setup/supervision;</p> <p>-Resident was able to verbalize but cannot always respond with appropriate words;</p> <p>-Resident had potential for altered nutritional status due to stroke and dysphagia;</p> <p>-Provide and serve diet as ordered;</p> <p>-He/She was able to feed self in dining room with setup/supervision. Make sure his/her plate/drinks are within reach on his/her left side.</p> <p>Review of physician's orders, dated 4/30/24, showed:</p> <p>-Regular diet, regular texture, regular/thin consistency</p> <p>(continued on next page)</p>

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Observation on 4/30/24 at 12:55 P.M. showed Certified Nurses Aide (CNA) B tried to cut the resident's chicken breast and told resident he/she did not think resident would be able to eat it because it was too hard. CNA B offered the resident an alternative or to try a different piece of chicken breast. CNA B obtained a different piece of chicken from [NAME] A at steam table and then cut up resident's meat.</p> <p>6. Observation on 4/30/24 at 1:04 P.M. of test tray showed:</p> <ul style="list-style-type: none"> -Mashed potatoes with gravy added was 120 degrees; -Chicken soup was 117.1 degrees; -Pureed carrots was 110.7 degrees; <p>-All three items tested were below safe holding temperatures for food service.</p> <p>During an interview on 4/30/24 at 11:06 A.M. CNA A said:</p> <ul style="list-style-type: none"> -Residents complain about food temperatures all the time, mostly at supper; -By time food is served to the special care unit it was usually cold; -Some residents want their food warmed up. <p>During an interview on 4/30/24 at 1:15 P.M., Dietary Manager said:</p> <ul style="list-style-type: none"> -Food serving temperatures should be at 165 degrees; -Facility had hamburger buns but he/she did not know why [NAME] A did not serve the hamburger on a hamburger bun; -Facility had ketchup, mustard, and mayonnaise available for residents who ordered hamburgers; -He/She only brought up onions, relish, tomatoes, lettuce, cheese on days the menu included hamburgers as a part of the main meal service. <p>During an interview on 4/30/24 at 1:20 P.M., CNA C said:</p> <ul style="list-style-type: none"> -Residents complain about temperature of their foods all the time; -The special care unit often had their trays sitting out awhile in the dining room before they get taken back to the unit. <p>During an interview on 4/30/24 at 1:25 P.M., CNA B said:</p> <ul style="list-style-type: none"> -Residents complain about the taste and temperature of the food everyday; <p>During an interview on 4/30/24 at 3:46 P.M., Administrator said:</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-He/She was aware that the resident council had complained about the taste of foods being served;</p> <p>-He/She had educated residents about the loss of taste buds as they age;</p> <p>-He/She had encouraged resident council members to eat in dining room and facility would always have seasonings available;</p> <p>-He/She expected food to be served at appropriate temperatures;</p> <p>-He/She would expect condiments on hamburgers to be offered only if it was on the dieticians recommended list of alternatives to ensure nutritional values were met for residents;</p> <p>-If dietician approved, condiments could be available but it was difficult to maintain onions, tomatoes, lettuce as they do not last long.</p> <p>MO234912</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>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>47195</p> <p>Based on observation, record review, and interviews the facility failed to store, prepare, and serve food in accordance with professional standards of food service safety when staff failed to maintain food temperatures during distribution from the kitchen to the steam table and from service point to resident delivery. The facility failed to maintain temperatures out of danger zone and did not temperature check foods on the steam table after reheating in the kitchen and transporting the food to steam table. The facility did not check the temperature of food warmed in the microwave to ensure it was at a safe temperature. The facility failed to cover all foods for transport to special care unit, failed to maintain safe food preparation when they reused meal trays for meal service delivery to other residents in the dining room. The facility failed to ensure their dishwashing temperatures were checked and documented on the temperature log daily. The facility census was 58 residents.</p> <p>1. Review of facility policy, food temperatures, dated 2021, showed:</p> <ul style="list-style-type: none"> -The temperatures of all food items will be taken and properly recorded prior to service of each meal. -All hot food items must be cooked to appropriate internal temperatures, held, and served at a temperature of at least 135 degrees Fahrenheit (F). -Cooking temperatures must be reached and maintained according to regulations, laws, and standardized recipes while cooking. -Hot foods may not fall below 135 degrees F after cooking, unless it is an item which is to be rapidly cooled to below 41 degrees F and reheated to at least 165 F (for a minimum of 15 seconds prior to service. -Temperatures should be taken periodically to assure hot foods stay above 135 degrees F and cold food stays below 41 degrees F during the holding and plating process and until food leaves the service area. -Foods should be transported as quickly as possible to maintain temperatures for delivery and service. If food transportation time is extensive, food should be transported using a method that maintains temperatures (i.e hot/cold carts, pellet systems, insulated plate bases and domes, etc.) -Foods sent to the units for distribution will be transported and delivered to unit storage areas to maintain temperatures at or below 41 degrees for cold foods and at or above 135 degrees F for hot foods. -Final cooking temperatures: meats or poultry, reheating leftovers, food reheated in microwave 165 degrees F, hold hot foods above 135 degrees. <p>Review of facility policy, General Hazard Analysis Critical Control Point (HACCP) Guidelines for Food Safety, dated 2021, showed:</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>-Check to be sure the staff takes food temperatures correctly and records temperatures.</p> <p>-Teach staff what to do if temperatures are in the temperature danger zone. Be sure temperatures are taken again halfway through tray line to assure safety.</p> <p>Observation on 4/30/24 at 11:39 A.M. in Kitchen to Dining Room showed:</p> <p>-11:39 A.M., Dietary Manager was in basement kitchen and had metal containers of food with foil on top of them sitting on the preparation table and had a thermometer. He/She was temperature checking foods, then placed foods on a 3 tiered cart open to air;</p> <p>-11:43 A.M., [NAME] A wheeled two different three tiered carts with metal containers of food covered in foil to the elevator;</p> <p>-11:45 A.M., [NAME] A pushed carts off the elevator onto the first floor dining room and added food to the steam table;</p> <p>-11:46 A.M., Plate warmer was noted behind steam table, not turned on, layered in crumbs and dust;</p> <p>-11:53 A.M., [NAME] A temperature checked the food on steam table and showed brown gravy was 155.0 degrees F, pureed carrots was 126.0 degrees F (was below serving temperature), hot dogs were 163.1 degrees F, regular carrots 195.8 degrees, ground chicken 110.3 degrees F (was below serving temperature), pureed chicken 128.6 degrees F (was below serving temperature), hamburger 164 degrees F, chicken soup 176.6 degrees F, mashed potatoes 176.1 degrees F, chicken 154.8 degrees F, and rice 192.4 degrees F.</p> <p>-12:01 P.M., Dietary Manager sent food to the kitchen with Dietary Aide;</p> <p>-12:18 P.M., Reheated chicken arrived and placed on steam table;</p> <p>-12:21 P.M., Foil removed from food on steam table, [NAME] A dropped meal tickets in the chicken soup so the Dietary Manager sent the chicken soup to the kitchen;</p> <p>-12:24 P.M., First tray served, food was not temperature checked since 11:53 A.M.;</p> <p>-12:26 P.M., Dietary Aide A arrived with a flat of small cans of chicken noodle soup;</p> <p>-12:31 P.M., Cart filled with lunch trays was wheeled to special care unit with food;</p> <p>-12:35 P.M., Dietary Aide A observed pouring soup into a bowl from a can and warming up the soup in the microwave. Dietary Aide A did not check the temperature of the soup;</p> <p>-1:04 P.M., Last tray of food served in dining room, food had not been temperature checked since 11:53 A.M.</p> <p>Observation on 4/30/24 at 1:04 P.M. of test tray showed mashed potatoes 120.0 degrees F, Chicken Soup 117.1 degrees F, and carrots 110.7 degrees. Food was not at appropriate serving temperatures.</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>During an interview on 4/30/24 at 10:29 A.M., Dietary Manager said:</p> <ul style="list-style-type: none"> -Food temperatures are taken at every meal; -Facility staff are expected to temperature check food while it was cooked and before it was served; -Temperatures recorded are of cooking temperature only, he/she did not record serving temperatures; <p>During an interview on 4/30/24 at 11:06 A.M., Certified Nurse Aide (CNA) A said:</p> <ul style="list-style-type: none"> -Food on the special care unit was not served in a heat maintained cart and by time food arrives back to the unit it is cold; -Residents frequently want their food warmed up; -Residents trays are prepared in dining room at steam table and wheeled back to special care unit. <p>During an interview on 4/30/24 at 12:10 P.M., [NAME] A said:</p> <ul style="list-style-type: none"> -He/She never used plate warmers since started working in facility a month ago; <p>During an interview on 4/30/24 at 1:15 P.M., Dietary Manager said:</p> <ul style="list-style-type: none"> -Food should be 165 degrees to serve; -Food is normally only temperature checked in the kitchen; -He/She temperature checked food on the steam table today because [NAME] A was still learning. <p>During an interview on 4/30/24 at 3:46 P.M., Administrator said:</p> <ul style="list-style-type: none"> -Food should be temperature checked while it was cooked, on the steam table, and before food service starts; -Food warmed in microwave should be temperature checked. <p>2. Review of facility policy, Food Storage, dated 2021, showed:</p> <ul style="list-style-type: none"> -Food will be stored, at appropriate temperatures and by methods designed to prevent contamination or cross contamination. <p>Review of facility policy, Food Safety and Sanitation, dated 2021, showed:</p> <ul style="list-style-type: none"> -Food should be protected from contamination <p>Review of facility policy, Food Temperatures, dated 2021, showed:</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>-12:39 P.M., Dietary manager served a resident another meal, returned the used tray to the steam table, placed the tray on top of steam table and [NAME] A reused the tray without sanitizing it and served the next residents meal using the dirty tray.</p> <p>-12:41 P.M., CNA B placed the dirty tray back on the steam table after serving a resident his/her meal. [NAME] A used the dirty tray to serve the next resident his/her meal.</p> <p>During an interview on 4/30/24 at 1:15 P.M., Dietary Manager said:</p> <p>-It was not sanitary to reuse trays for the same residents as it could cause cross contamination.</p> <p>During an interview on 4/30/24 at 3:46 P.M., Administrator said:</p> <p>-Trays should not be reused, staff should obtain a new tray to serve each resident's lunch.</p> <p>4. Review of facility policy, General HACCP Guidelines for Food Safety, dated 2021, showed:</p> <p>-Dishwashing:</p> <p>-Be sure the wash and rinse temperatures are appropriate for the dish machine;</p> <p>-Document temperatures regularly on a temperature log.</p> <p>Review of facility policy, Dishwashing machine use, dated 2001, showed:</p> <p>-Dishwashing machine hot water sanitation rinse temperatures may not be more than 194 degrees Fahrenheit, or less than:</p> <p>-180 degrees Fahrenheit for all other machines</p> <p>-The operator will check temperatures using the machine gauge with each dishwashing machine cycle, and will record the results in a facility approved log. The operator will monitor the gauge frequently during dishwashing machine cycle. Inadequate temperatures will be reported to the supervisor and corrected immediately.</p> <p>Observation on 4/30/24 at 10:29 A.M. in kitchen showed:</p> <p>-Clean dishes being removed from dishwasher;</p> <p>-Dietary Manager ran high temperature dishwasher tested at 189 degrees;</p> <p>-Dishwasher test sanitation log posted on wall showed it had not been completed for 4/30/24. The log also showed it had only been completed one time a day for April 2024.</p> <p>During an interview on 4/30/24 at 10:29 A.M., Dietary Manager said:</p> <p>-Dishwasher had been fixed and was running appropriately;</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>-Dishwasher temperature log should be completed and filled out three times a day;</p> <p>-The Dietary staff was new and he/she did not know about recording temperature on the dishwasher sanitation log.</p> <p>During an interview on 4/30/24 at 3:46 P.M., Administrator said:</p> <p>-Dishwasher should be ran prior to washing dishes each meal to ensure it was meeting requirements and those tests should be documented on the dishwasher log.</p> <p>MO234912</p>		