

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  395690	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  07/02/2024
NAME OF PROVIDER OR SUPPLIER  Springfield Rehabilitation and Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE  463 West Sproul Road Springfield, PA 19064	

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 0689</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 46508</p> <p>Based on observation, review of facility policies, review of facility documentation and interviews with staff, it was determined that the facility failed to ensure that water temperatures in resident bathroom hand sinks were maintained at a safe temperature for one of two nursing units. This failure placed residents on the North Side nursing unit exposed to unsafe hot water temperature and at risk of serious injury from a burn. This failure resulted in an Immediate Jeopardy situation. (North side nursing unit)</p> <p>Findings:</p> <p>Review of facility policy on Safety of Water Temperatures, under section Policy Statement revealed that tap water in the facility shall be kept within a temperature range to prevent scalding of residents. Under section Policy Interpretation and Implementation: Water heaters that service resident rooms, bathrooms, common areas, and tub/shower areas shall be set to temperatures of no more than 110 F (Fahrenheit) or the maximum allowable temperature per state regulation. #1. Maintenance staff is responsible for checking thermostats and temperature controls in the facility and recording these checks in a maintenance log. #2. Maintenance will conduct periodic tap water temperature checks. And records the water temperatures in a safety log. #3. If at any time, water temperature feels excessive to the touch (Example hot enough to be painful or cause reddening of the skin after removal of the hand from the water) Staff will report these findings to the immediate supervisor.</p> <p>Observation and water temperature checks on the North Side nursing unit were conducted with the [NAME] President for Plant Operations, Employee E3 on July 1, 2024, from 9:03 a.m. to 10:09 a.m. in Resident rooms 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 129, 30. The hot water temperature at the hand sink were above as follows:</p> <p>hand sink water temperature in Room# 19 was 113 degrees Fahrenheit</p> <p>hand sink water temperature in Room# 20 was 113 degrees Fahrenheit</p> <p>hand sink water temperature in Room# 21 was 124 degrees Fahrenheit</p> <p>hand sink water temperature in Room# 22 was 117 degrees Fahrenheit</p> <p>hand sink water temperature in Room# 23 was 127 degrees Fahrenheit</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 0689</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>hand sink water temperature in Room# 24 was 127 degrees Fahrenheit</p> <p>hand sink water temperature in Room# 25 was 131 degrees Fahrenheit</p> <p>hand sink water temperature in Room# 26 was 109 degrees Fahrenheit</p> <p>hand sink water temperature in Room# 27 was 129 degrees Fahrenheit</p> <p>hand sink water temperature in Room# 28 was 128 degrees Fahrenheit</p> <p>hand sink water temperature in Room# 29 was 127 degrees Fahrenheit</p> <p>hand sink water temperature in Room# 30 was 129 degrees Fahrenheit</p> <p>Interview with the [NAME] President for Plant Operations, Employee E3 conducted at the time of each observation confirmed all water temperature test results.</p> <p>Observation of the North side boiler room conducted on July 1, 2024, at 11:13 am with the [NAME] President for Plant Operations, Employee E3 and Director of Plant Operations, Employee E4 revealed that the mixing valve thermometer located next to the boiler was set at 118 degrees Fahrenheit.</p> <p>Interview with the [NAME] President for Plant Operations, Employee E3 in the presence of Director of Plant Operations, Employee E4 conducted at the time of the observation revealed that after the water temperature on the North side was identified as above acceptable limits, he immediately went down to check the mixing valve temperature. Further the [NAME] President for Plant Operations, Employee E3 confirmed that when he checked the mixing valve thermometer on the North side mixing valve, the thermometer reading was 130 degrees Fahrenheit. The [NAME] President for Plant Operations, Employee E3 revealed that he then immediately adjusted the mixing valve to temperature to 118 degrees Fahrenheit.</p> <p>Interview with Regional [NAME] President for Plant Operations, Employee E5 also conducted at the time of the observation revealed that, when there is a high volume of water usage, the water temperature in the resident's rooms and other patient area would go down and when there is low volume of water usage, the water temperature in the resident's rooms and other patient areas would go up.</p> <p>Observation of the East side boiler room conducted on July 1, 2024, at 11:31 a.m. revealed that the boiler's knob was set at 130 degrees Fahrenheit. Further observation revealed that there was no thermometer anywhere near the boiler.</p> <p>Interview with the [NAME] President for Plant Operations, Employee E3 conducted at the time of the observation confirmed that the temperature setting was at 130 degrees Fahrenheit.</p> <p>Interview with the [NAME] President for Plant Operations, Employee E3 conducted at the time of the observation revealed that the mixing valve was located on the ceiling of the boiler room approximately 5 feet away from the boiler. Observation revealed that there was no thermometer anywhere in the boiler room ceiling.</p> <p>(continued on next page)</p>		

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<p>F 0689</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>Continued interview with the [NAME] President for Plant Operations, Employee E3 and Director of Plan Operations, Employee E4 confirmed that there was no thermometer for the east side boiler mixing valve. Further, Employee E3 also revealed that the mixing valve temperatures were checked once a day. Employee E3 also revealed that he would adjust the mixing valve in the east side boiler and that he would go to the east unit and check the water temperature in the resident area.</p> <p>Review of facility water temperature log revealed that water temperature was only checked randomly on Mondays to Fridays. Review of facility water temperature log from April 29, 2024 to June 28, 2024, revealed that the facility checked the water temperatures for eight random resident room per day for the following dates April 29, 2024; May 1, 3, 6, 8, 10, 13, 14, 15, 17, 20, 22, 24, 27, 29 and 31, 2024; June 4, 5, 7, 10, 12, 14, 17, 19, 21, 24, 26 and 28, 2024.</p> <p>Interview with [NAME] President for Plant Operations, Employee E3 revealed that he conducts a random water temperature check Mondays to Fridays.</p> <p>Interview with Director of Nursing, Employee E2 conducted on July 1, 2024, at 12:08 p.m revealed that residents in the following rooms were able to use the hand sink in their rooms: Rm# 19A, Rm#20 A and B, Rm# 21A, Rm# 22A and B, Rm# 23A, Rm# 25B, Rm# 26A, Rm# 27A, Rm#28A, and Rm#29 A and B</p> <p>Interview with nursing staff conducted on July 1, 2024, at approximately 12:20 p.m. revealed 11 out of 12 nursing staff interviewed did not know what the safe water temperature was to use safely for residents.</p> <p>Based on the above findings Immediate Jeopardy related to the safety of the residents was identified for failure to ensure that safe hot water temperatures were maintained at the residents hand sink on the North Side nursing units. The Nursing Home Administrator was provided with the Immediate Jeopardy template on July 1, 2024, at 1:31 p.m. and an immediate action plan was requested.</p> <p>The following action plan was received and accepted on July 1, 2024.</p> <ol style="list-style-type: none"> <li>1. Plant operations immediately worked to regulate the temperature at the mixing valve for the north side of the center. The east side of the center was noted to not have a temperature gauge. The plumber immediately called and responded. The temperatures will be monitored. In all the shower rooms and care areas. If the temperature is found to be greater than 110 F, the ship supervisor will be notified, and staff will cease to use the water until the temperature returns to 110 F or lower.</li> <li>2. Planned operations completed a full house audit of hot water temperatures at the hand sinks in all resident rooms to ensure safe water temperatures. Completed July 1, 2024.</li> <li>3. Immediate Action/Education.</li> </ol> <p>Nursing administration rounded on each resident to ensure that all are comfortable and were not affected by elevated water temperatures. (Completed. July 1, 2024)</p> <p>All shower rooms were inspected to ensure a thermometer was present for staff testing prior to showers, and in resident care areas. (Completed July 1, 2024)</p> <p>(continued on next page)</p>		

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<p>F 0689</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>Care staff have been educated on the process for taking a water temperature prior to showering. Currently 90.7%. (as of July 2) All others will be educated prior to next shift.</p> <p>Center staff shall have been educated on the process for monitoring for temperatures that are excessive to the touch in residence sinks and non-resident areas. Currently, 90.9% (as of July 2) remaining staff will be educated on their next scheduled shift.</p> <p>Plant operations staff will be educated on the process for daily water temperatures, including recording and notification of administration if outside the acceptable range. (Completed July 2, 2024. Except for one employee on vacation).</p> <p>A temperature gauge will be installed on the mixing valve of the East Unit hot water heater to allow for accurate temperature monitoring of water prior to leaving the boiler room. (Installation was completed on July 2, 2024)</p> <p>4. Ongoing compliance will be monitored by: monitoring of the water temperatures completed by the Maintenance Department will be completed on a random sampling of eight resident rooms, three times a day on all units for two weeks, then two times a day for two weeks, then daily ongoing. Any variances will be addressed and reported to the Monthly QA Committee.</p> <p>A random questionnaire will be completed with three staff members daily on the process for taking a water temperature, as well as the acceptable temperature range. The questionnaire will be completed daily for two weeks, then three times a week for two weeks. Then weekly for two weeks. All variances will be immediately addressed and reported to the monthly QA. Committee.</p> <p>Review of facility hot water temperatures audits conducted by the facility on July 1, 2024, revealed that hot water temperatures did not exceed 110 degrees Fahrenheit.</p> <p>Follow-up observation of the North side boiler conducted on July 2, 2024, 1:20 p.m. with Director of Plant Operations, Employee E4 revealed that mixing valve temperature reading was 109 degrees Fahrenheit.</p> <p>Follow-up observation of the East side boiler conducted July 2, 2024, at 1:23 p.m. with Director of Plant Operations, Employee E4 revealed that a mixing valve thermometer has been installed. Further, the mixing valve thermometer reading was 102 degrees Fahrenheit.</p> <p>Follow-up observation and hot water temperature checks conducted on July 2, 2024, 1:20 p.m. with Director of Plant Operations, Employee E4 on the North Unit nursing unit. at the resident hand sink for rooms 19, 20, 21,122, 23,124, 25, 26, 27, 28, 29, 30, Tub room#1, Tub room [ROOM NUMBER], East side rooms 101, 102, 114, Central Bath shower#1 and shower #2, revealed that water temperatures did not exceed 110 degrees Fahrenheit.</p> <p>Follow-up interview with 18 clinical staff conducted on July 2, 2024, revealed that all 18 clinical staff were knowledgeable on the facility's policy on Safety on Water Temperatures.</p> <p>Following verification of the implementation of the facility's immediate action plan, the Immediate Jeopardy was lifted on July 2, 2024, at 4:09 p.m.</p> <p>(continued on next page)</p>		

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<p>F 0835</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Administer the facility in a manner that enables it to use its resources effectively and efficiently.</p> <p>46508</p> <p>Based on observation, a review of facility documentation and interviews with staff, it was determined that the Nursing Home Administrator failed to effectively manage the facility related to hot water temperatures in one of two nursing units which resulted in an immediate jeopardy situation. (North Side Nursing Unit)</p> <p>Findings Include:</p> <p>Review of the job description for the Nursing Home Administrator (NHA) revealed the Nursing Home Administrator (NHA) primary purpose of the job position is to direct the day-to-day functions of the Center in accordance with current federal, state and local standards, guidelines, and regulations that govern nursing Centers to assure that the highest degree of quality care can be provided to our residents at all times.</p> <p>Observation and water temperature checks on the North Side nursing unit were conducted with the [NAME] President for Plant Operations, Employee E3 on July 1, 2024, from 9:03 a.m. to 10:09 a.m. in Resident rooms 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 129, 30. The hot water temperature at the hand sink in the room mentioned above range from 113 degrees Fahrenheit to 129 degrees Fahrenheit.</p> <p>Interview with the [NAME] President for Plant Operations, Employee E3 in the presence of Director of Plant Operations, Employee E4 conducted at the time of the observation revealed that after the water temperature on the North side was identified as above acceptable limits, he immediately went down to check the mixing valve temperature. Further the [NAME] President for Plant Operations, Employee E3 confirmed that when he checked the mixing valve thermometer on the North side mixing valve, the thermometer reading was 130 degrees Fahrenheit. The [NAME] President for Plant Operations, Employee E3 revealed that he then immediately adjusted the mixing valve to temperature to 118 degrees Fahrenheit.</p> <p>Observation of the East side boiler room conducted on July 1, 2024, at 11:31 a.m. revealed that the boiler's knob was set at 130 degrees Fahrenheit. Further observation revealed that there was no thermometer anywhere near the boiler.</p> <p>Interview with the [NAME] President for Plant Operations, Employee E3 conducted at the time of the observation confirmed that the temperature setting was at 130 degrees Fahrenheit.</p> <p>Interview with the [NAME] President for Plant Operations, Employee E3 conducted at the time of the observation revealed that the mixing valve was located on the ceiling of the boiler room approximately 5 feet away from the boiler. Observation revealed that there was no thermometer anywhere in the boiler room ceiling.</p> <p>(continued on next page)</p>		

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