

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

Printed: 12/04/2024
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 435035	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/04/2024
NAME OF PROVIDER OR SUPPLIER Rolling Hills Healthcare		STREET ADDRESS, CITY, STATE, ZIP CODE 2200 13th Ave Belle Fourche, SD 57717	
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 0801 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Employ sufficient staff with the appropriate competencies and skills sets to carry out the functions of the food and nutrition service, including a qualified dietician.</p> <p>40788</p> <p>Based on interview and job description review, the provider failed to ensure the dietary supervisor had completed the necessary requirements to manage their food and nutrition services. Findings include:</p> <p>1. Interview on 9/4/24 at 1:05 p.m. with dietary supervisor B revealed she:</p> <p>*Assumed the dietary supervisor position on a part-time basis in February 2024.</p> <p>-Also worked part-time at the facility as the human resources director.</p> <p>*Was enrolled in but had not yet completed the required dietary manager training program.</p> <p>-Stated a registered dietician consulted at the facility but not on a full-time basis.</p> <p>*Had not completed the required ServSafe training program.</p> <p>*Was not aware of the state and federal regulations related to her dietary supervisor position.</p> <p>Review of the provider's undated Dietary Supervisor job description revealed:</p> <p>*Certificates, licenses, and registrations:</p> <p>-Must be a certified dietary manager or willing to become certified within four months of employment.</p> <p>-Must maintain current ServSafe certification.</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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F 0812 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Many	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>40788</p> <p>Based on observation, interview, record review, job description review, and policy review, the provider failed to:</p> <p>*Maintain the temperature of the water in the three-compartment wash sink in the kitchen at a minimum of 110 degrees Fahrenheit (F).</p> <p>*Maintain the temperature of the water in the three-compartment sanitizer sink in the kitchen at a minimum of 75 degrees F.</p> <p>Those failures increased the potential risk of foodborne illnesses for the entire resident population who received meals that were prepared in the kitchen. Findings include:</p> <p>1. Observation on 9/3/24 at 12:15 p.m. in the kitchen near the three-compartment sink revealed:</p> <p>*On the wall above the sink posted signage read: Dishwashing By Hand: The Basics.</p> <p>-Wash: 110 degrees F with detergent.</p> <p>-Sanitize: 75 degrees F with sanitizer.</p> <p>*A September 2024 Three-Compartment Sink Log that kitchen staff documented the temperature of the wash water used in the wash sink.</p> <p>-Wash Temp [temperature]: 110 degrees F was type-written at the bottom left corner of the log.</p> <p>-Five of five documented wash water temperatures were 90 degrees F or lower.</p> <p>Interview on 9/3/24 at 12:20 p.m. with cook C at the three-compartment sink revealed she:</p> <p>*Was hand washing cookware she used to prepare the noon meal.</p> <p>*Thought the water temperature in the wash sink should have been 104 degrees F and the water temperature in the sanitizer sink should have been 70 degrees F.</p> <p>*Documented the wash water temperatures for the morning meal services on 9/1/24, 9/2/24, and 9/3/24 as 90 degrees F or less.</p> <p>-Agreed based on the signage by the three-compartment sink, the wash water temperature should have been 110 degrees F and the sink sanitizer water temperature should have been 75 degrees F.</p> <p>Interview on 9/3/24 at 1:05 p.m. with dietary supervisor B revealed she:</p> <p>*Had not known the expectation for the wash water temperature in the three-compartment sink.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Many</p>	<p>-Stated it should be warmer than 90 degrees F.</p> <p>*Reviewed the Three-Compartment Sink Logs monthly only to ensure documentation was completed and not to ensure data was within the expected parameters.</p> <p>Continued interview with dietary supervisor B and cook C and review of the August 2024 Three-Compartment Sink Log revealed:</p> <p>*Under the wash temperature column, the wash water temperatures were either exceedingly high (up to 210 degrees F) or exceedingly low (70 degrees F).</p> <p>*Dietary supervisor B and cook C concluded:</p> <p>-Either the sanitizer water temperature or the PPM (parts per million-a measurement of the concentration of sanitizer) number was documented in the wash water temperature column for the entire month.</p> <p>--No wash water temperatures were documented in August 2024.</p> <p>*Under the PPM column of the log, 23 of 77 recorded PPMs were less than the expected 150-200 PPM range.</p> <p>*Dietary supervisor B and [NAME] C concluded:</p> <p>-The sanitizer water temperature was documented in the PPM column for most of the month.</p> <p>*53 of 77 recorded sanitizer water temperatures documented in the PPM column were not maintained at a temperature of 75 degrees F per the FDA's recommendation and the provider's policy.</p> <p>Notice:</p> <p>On 9/3/24 at 3:45 p.m., notice of immediate jeopardy (IJ) was given verbally and in writing to administrator A related to the provider's failure to ensure:</p> <p>*The wash water temperature in the three-compartment sink in the kitchen was maintained a temperature of 110 degrees Fahrenheit (F) per the Food and Drug Administration's (FDA) recommendation and the provider's policy.</p> <p>*The sanitizer temperature in the three-compartment sink in the kitchen was maintained at a temperature of 75 degrees F per the FDA's recommendation and the provider's policy. She was asked at that time for an IJ removal plan for the F812 deficient practice.</p> <p>On 9/4/24:</p> <p>*At 12:50 p.m. an IJ removal plan was received from administrator A.</p> <p>*At 1:12 p.m. the IJ removal plan was accepted.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Many</p>	<p>*At 1:30 p.m. while on-site the survey team verified the immediacy was removed. After the removal of the immediate jeopardy, the scope and severity of the citation level was F</p> <p>Plan:</p> <ol style="list-style-type: none"> DM [dietary supervisor] educated all dietary staff on the 3 sink [three-compartment sink] method, 3 compartment sink order, 3 compartment sink steps, water temperature in a 3 compartment sink, sanitizer temp [temperature], and when it is essential to clean and sanitize a utensil, sanitizer per manufacturer recommendations that include submerging for at least 1 minute. Education to dietary staff on compartment sink log requirements of testing temps and sanitizer ppm, including action required if temps are not within the requirements. <p>Education completed on 9/3/24. Those not educated on 9/3/24 will be educated prior to working next shift.</p> <ol style="list-style-type: none"> DM, primary dayshift cook, primary evening cook, are enrolled in ServSafe Certification to be completed on 9/3/24 by evening cook, 9/4/24 prior to working shift for dayshift cook, by end of day 9/4/24 for DM. All new dietary staff will receive ServSafe certification and complete by 9/30/24. A new log was created by DM to record wash, rinse, sanitizer water temperatures, and sanitizer ppm with each use, including what to do if temps or ppm are outside of parameters. LNHA [administrator] provided education to DM on 9/3/24 on the policy and procedure manual, including 3 compartment sink method regulations, job description of the dietary manager including adherence to policies and ensure that sanitary regulations are followed by the entire department. Education provided on supervisory roles including ensuring the department adheres to State and Federal regulations, and assuming the authority, responsibility and accountability to carry out the duties of the dietary department, monitor use of equipment and chemicals, and ensuring required documentation is completed and appropriate per regulations. Education included reporting to LNHA any areas of concern within the dietary department, equipment, and chemicals. Dietary manager will complete ServSafe certification by end of day 9/4/24. <p>Review of the provider's undated Dietary Supervisor job description revealed the essential duties and responsibilities of the position included:</p> <p>Must ensure that safety precautions, sanitary regulations, infection control and universal precautions are followed by the entire department during daily work assignments.</p> <p>Review of the provider's 2019 Cleaning Dishes-Manual Dishwashing policy revealed:</p> <p>*Sink 1: Wash</p> <p>(continued on next page)</p>		

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F 0812 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Many	-3. Water should be at 110 degrees F. *Sink 3: Sanitize -1. Water should be 75 to 100 degrees F.		

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<p>F 0880</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide and implement an infection prevention and control program.</p> <p>40788</p> <p>Based on observation, interview, record review, and policy review, the provider failed to ensure infection control and prevention practices were maintained by one of one cook (C) during one of one observed meal service. Findings include:</p> <p>1. Observations on 9/4/24 between 11:25 a.m. and 12:25 p.m. of cook C while preparing the noon meal service revealed:</p> <p>*With gloved hands she:</p> <p>-Covered the full metal containers to be placed on the steam table with aluminum foil then reached inside of her pocket and removed a permanent marker.</p> <p>-Used the marker to write diet texture information on top of the foil then returned the marker to her pocket.</p> <p>*With those same gloved hands she:</p> <p>-Inserted them inside a pair of brown-stained oven mitts and removed food from the heated food holding device.</p> <p>-After removing her hands from the oven mitts she continued touching pans, cabinet doors, drawer handles, meal service eating utensils and cups.</p> <p>*She removed those gloves and commented, My hands are getting sweaty then performed hand hygiene before applying a clean pair of gloves.</p> <p>2. Observation of cook C while she prepared to puree the pasta for the meal service revealed cook C:</p> <p>*Placed the food bowl containing pasta on the base of the food processor.</p> <p>*Attached the clear plastic bowl cover on top of the food bowl.</p> <p>-The top of the cover was cracked in the middle from side to side and there was also a small, square-shaped piece of plastic missing.</p> <p>*After use, cook C hand washed the damaged cover in the three-compartment sink and left it on the drying rack.</p> <p>3. Observation of cook C while she prepared then plated the noon meal food items at the steam table in the main dining room revealed:</p> <p>*With gloved hands cook C:</p> <p>(continued on next page)</p>		

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F 0880 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>-Touched and moved the handle of the food service cart to place resident room trays on it.</p> <p>-Reached into a plastic tub and retrieved clean cups.</p> <p>-Opened and closed the microwave door and heated individual soup cups.</p> <p>-Filled then rolled a flour tortilla, all with those same gloved hands.</p> <p>*No glove changes were made between the transition from touching unclean surfaces to clean surfaces and foods prepared for resident consumption.</p> <p>Interview on 9/4/24 at 1:05 p.m. with dietary supervisor B regarding the above observations of cook C revealed:</p> <p>*Gloves were not used properly and glove changes were not made as expected between transitions in food preparation and food serving tasks.</p> <p>-Improper glove use increased the risk of cross-contamination occurring.</p> <p>Review of the provider's 2019 Bare Hand Contact with Food and Use of Plastic Gloves policy revealed:</p> <p>*3. Gloved hands are considered a food contact surface that can get contaminated or soiled. If used, single use gloves shall be used for one task (such as working with ready-to-eat food or raw animal food), used for no other purpose, and discarded when damaged or soiled, or when interruptions occur in the operation.</p> <p>*6. Gloves are just like hands. They get soiled. Anytime a contaminated surface is touched, the gloves must be changed, and hands must be washed:</p> <p>-g. During food preparation, as often as necessary to remove soil and contamination and to prevent cross contamination when changing tasks.</p>		