

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 505313	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 08/19/2024
NAME OF PROVIDER OR SUPPLIER Hallmark Manor		STREET ADDRESS, CITY, STATE, ZIP CODE 32300 First Avenue South Federal Way, WA 98003	
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 0801</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<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>44296</p> <p>Based on interview and record review the facility failed to ensure the person designated to serve as the Dietary Manager (Staff C) had the proper training and qualifications. This failure placed all residents at risk of receiving dietary services from staff without the required competencies and skills to carry out food and nutrition services.</p> <p>Findings included .</p> <p>Review of the (undated) staff list showed Staff C (Dietary Manager) was employed by the facility on 08/07/2024.</p> <p>In an interview on 08/19/2024 at 9:48 AM, Staff A (Administrator) stated Staff C was required to have the ServSafe Manager Certification (verifies that a manager or person-in-charge has sufficient food safety knowledge to protect the public from foodborne illness) before being hired. Staff A stated they would provide a copy to the investigator. Staff A stated as a part of employment Staff C was required to take the Certified Dietary Manager (CDM) (certification and training on managing food service operations and ensuring food safety in a healthcare facility). Staff A stated Staff C was not registered for a CDM course.</p> <p>On 08/20/2024 at 4:34 PM, Staff A stated Staff C did not have a ServSafe Manager Certification as required for employment.</p> <p>Refer to F812 Food Procurement/Store/Prepare/Serve - Sanitary</p> <p>REFERENCE: WAC 388-97-1160 (2)(3)(a)(b)(i)</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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 44296</p> <p>Based on observation, interview and record review the facility failed to store, prepare and serve food to residents in accordance with professional standards for food service safety. The failure to check temperatures on foods served, prevent cross-contamination, label and date refrigerated foods after opening, throw out expired foods past three days of opening, prevent pests in food storage areas, clean kitchen vents that circulate air around foods, perform hand hygiene, and untimely service of meals placed all 92 residents at the facility at risk of foodborne illness, poor nutritional intake, and diminished quality of life.</p> <p>Findings included .</p> <p><Food Temperatures></p> <p>Observation on [DATE] at 7:50 AM showed Staff C (Dietary Manager) plating food for resident tray service at breakfast. The foods in the steam table included sausage patties, over-easy eggs, toast, two types of hot cereal, hard boiled eggs, mechanically altered puree texture eggs and toast. Staff D (Dietary Aide) and Staff E (Dietary Aide) were setting up trays with milk, juices and other drinks. The milk was placed under the tray line, next to the steam table, not refrigerated or on ice. The orange juice was on a counter, not refrigerated or on ice, behind Staff D and Staff E. The juice was separated in the glasses with concentrate on the bottom and water on the top.</p> <p>Record Review on [DATE] at 7:50 AM, showed a binder with forms to be completed when food temps were checked before plating the meal. There were no temperatures recorded for any of the three meals per day on [DATE] or [DATE]. The temperature log showed cold foods should be served under 41 degrees Fahrenheit (F) and hot foods should be served over 135 F. The log instructed staff to take temperatures of all hot and cold foods, including modified textures, cold drinks, and meal alternatives and take corrective action, before serving food to residents, if temperatures were not with in the accepted range.</p> <p>On [DATE] at 8:50 AM, Staff B was observed to remove a pan of pork sausage from the warmer/steamer. Staff B did not check the temperature of the sausage. Staff B placed the sausage on plates when making the trays for the last six residents.</p> <p>A test tray was observed on [DATE] at 8:58 AM, Staff B and the investigator checked the temperatures of the foods on the test tray. The pork sausage was 90.3 degrees F, the over easy egg was 130.7 F, the puree egg was 120.4 F. Staff B was asked if they checked, or should have checked, the temperature of the sausage removed from the oven, prior to serving the last few trays. Staff B stated the temp should have been checked but was not. Staff B was asked what temperatures hot foods should be served. Staff B did not know the answer.</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 9:16 AM all the trays were served to the residents in the ,d+[DATE] hall. The temperatures on the test tray were taken in the presence of Staff H (Certified Nursing Assistant). The pork sausage was 100 F, runny egg was 115.1 F, puree egg was 118.9 F, hardboiled egg was 114.8 F, milk carton was 60.2 F and orange juice was 67.3 F. All temperatures were within the Danger Zone (temperatures above 41 degrees F and below 135 degrees F that allow the rapid growth of bacteria that can cause foodborne illness).</p> <p>In an interview on [DATE] at 9:48 AM, Staff A (Administrator) stated kitchen staff was expected to check food temperatures and serve at safe food temperatures for hot and cold foods. Staff A stated residents should be served hot foods hot and cold foods cold. Staff A stated the temperatures on the test tray, including the pork sausage, eggs, milk and orange juice, were not acceptable temperatures to serve to residents.</p> <p><Cross-Contamination></p> <p>Observation on [DATE] at 8:09 AM, showed Staff C had a can of energy drink on a cart next to the steam table. Staff C reached for a carton of eggs next to the can and it spilled onto the cart and splashed onto the eggs. Staff C then prepared sunny side up eggs on the stove top. Staff C removed eggs from the carton placed next to the stove, cracked the egg on the pan edge, placed the raw egg in the pan, placed the cracked shells on top of the whole eggs in the carton. Staff C cooked the underside of the egg and then plated the runny egg and placed the plate on the tray for the resident. Staff C removed the eggshells from the top of the whole eggs, egg white remained on the whole eggs. Staff C stated they should not have placed the shells on the whole eggs.</p> <p>In an interview on [DATE] at 9:48 AM Staff A stated Staff C had a food handler's card and should not have placed cracked eggshells on top of whole eggs.</p> <p><Hand Hygiene></p> <p>Observation on [DATE] at 8:24 AM, showed Staff D at the tray line waiting for the next plate from Staff C. Staff D had their hands in the pockets of their pants then took the plate from Staff C, placed on a tray, touched milk, silverware and juice, then passed the tray to Staff E.</p> <p>Observation on [DATE] at 8:29 AM, showed Staff B (Cook) at the sink washing their hands. Staff B was observed to rub hands together for less than five seconds before rinsing and drying hands.</p> <p>Observation on [DATE] at 8:30 AM, showed Staff C sneeze into their arm, walked toward trash can, removed gloves, walked to the sink on the opposite side of the kitchen. Staff C was observed to wash their hands for less than five seconds before rinsing and drying hands.</p> <p>In an interview on [DATE] at 9:48 AM Staff A stated all staff are expected to follow hand hygiene and handwashing requirements.</p> <p><Meal Service Timing></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>Observation on [DATE] at 8:45 AM showed the posted meal cart time for the ,d+[DATE] hall was 7:30 AM. The ,d+[DATE] meal cart left the kitchen at 7:54 AM. The posted time for the ,d+[DATE] hall was 7:45 AM. The ,d+[DATE] meal cart left the kitchen at 8:15 AM. The posted time for the ,d+[DATE] meal cart was 8:00 AM. The ,d+[DATE] meal cart left the kitchen at 8:40 AM. The posted time for the ,d+[DATE] meal cart was 8:15 AM. The ,d+[DATE] tray cart left the kitchen at 9:01 AM.</p> <p>In an interview on [DATE] at 9:48 AM, Staff A (Administrator) stated kitchen staff was expected to serve meals at the posted mealtimes.</p> <p><Food Storage></p> <p>Observation on [DATE] at 8:13 AM, showed food inside the walk in refrigerator with opened, unlabeled, undated, and expired foods. A paper bag marked with a seafood boil restaurant name was unlabeled/undated, hard boiled eggs in a container with plastic wrap were not dated, open bag of shredded lettuce undated, bowl of unrecognized food with a spoon in it covered with plastic wrap was unlabeled and undated, two bowls of desert were covered in plastic wrap and on the shelf undated, two other bowls of food were covered with plastic wrap and dated [DATE], and two canisters of canned fruit were unlabeled and undated. A sign on the refrigerator door showed All items stored in fridge must be labeled and dated! Do not save food that cannot be used within 3 days of production date!</p> <p>Observation on [DATE] at 8:39 AM showed a caregiver enter the kitchen and asked for a banana for a resident. Staff E stated the bananas were no good and were not going to be put out. The dry storage room was located ,d+[DATE] feet from the end of the tray line. A box of bananas was observed in the dry storage room near the door, fruit flies were observed flying in the storage room. When a piece of paper was waived over the box of bananas, multiple flies flew off the bananas and into the doorway to the kitchen.</p> <p>In an interview on [DATE] at 9:48 AM, Staff A (Administrator) stated kitchen staff was expected to label and date opened foods and discard expired foods. Staff A stated the bananas should have been discarded.</p> <p><Kitchen Vents></p> <p>Observation on [DATE] at 8:01 AM, showed the vent at the end of the tray service counter measured over four feet high was covered in a dark grey debris. The vent had air movement to circulate the air in the kitchen. A finger placed on the debris and moved along the surface of the vent showed grey debris was removable.</p> <p>In an interview on [DATE] at 9:48 AM, Staff A (Administrator) stated kitchen staff was expected to staff was expected to keep the kitchen clean and sanitary, including vents.</p> <p>In an observation and interview on [DATE] at 1:09 PM, Staff A observed the kitchen with the investigator. Foods in the walk in refrigerator were identified as unlabeled, undated and expired; flies were observed in the dry storage room, temperature logs for the refrigerator, freezer and food temp logs were incomplete; the vent showed visible and removable debris. Staff A stated the identified issues needed attention.</p> <p>REFERENCE: WAC [DATE](3), -2980.</p>		