

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555417	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 02/29/2024
NAME OF PROVIDER OR SUPPLIER Desert Regional Medical Center D/P Snf		STREET ADDRESS, CITY, STATE, ZIP CODE 1150 North Indian Canyon Drive Palm Springs, CA 92262	

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 0756</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure a licensed pharmacist perform a monthly drug regimen review, including the medical chart, following irregularity reporting guidelines in developed policies and procedures.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 36038</p> <p>Based on interview and record review, the facility failed to ensure the pharmacist recommendation to reduce the number of anticoagulants (medications to reduce or prevent blood from clotting) from two medications to single medication was acted upon by providing a rationale for not reducing the number of anticoagulants (medications that reduce or prevent blood from clotting), for one of five residents reviewed for unnecessary medications (Resident 76).</p> <p>This failure had the potential to result in adverse consequences related to anticoagulant therapy.</p> <p>Findings:</p> <p>During a review of the facility document titled Consultant Pharmacist's Recommendation to Inter-Disciplinary Team (IDT), dated February 25, 2024, indicated, .The resident has orders for Eliquis (Apixaban-anticoagulant) and Aspirin (anticoagulant) .Would monotherapy (single medication to treat a condition) be clinically feasible? .</p> <p>A review of Resident 76's record indicated Resident 76 was admitted to the facility on [DATE], with diagnoses which included peripheral vascular disease (a blood circulation problem) and heart failure (a heart that does not pump well enough).</p> <p>On February 29, 2024, at 10: 50 a.m., during a concurrent interview and review of Resident 76's Consultant Pharmacist's Recommendation with Registered Nurse (RN) 1, RN 1 stated, the physician did not document the reason if monotherapy was feasible. RN 1 stated there was no documented evidence the physician addressed the pharmacy recommendation.</p> <p>On February 29, 2024, at 9:24 a.m., during a concurrent interview and review of Resident 76's Consultant Pharmacist's Recommendation on February 25, 2024, with the Director of Nursing (DON), the DON stated, if there was a pharmacy recommendation, it should be acted upon immediately by the IDT.</p> <p>During a review of the facility policy and procedure titled, DES SNF- MEDICATION REGIMEN, dated April 23, 2021, indicated, .To ensure compliance with regulation surrounding drug therapies in the nursing facility . and to help reduce or potentially eliminate adverse drug reactions .Potential duplicate therapy . PROCEDURE: .Communicating the recommendation to the physician immediately, as soon as possible .the medical record will reflect the communication and the action taken .</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 0801</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</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>44270</p> <p>Based on interview and record review, the facility failed to designate a person to serve as the Director of Food and Nutrition Services (DFANS), who meets the State requirements for food service managers or dietary managers.</p> <p>This failure resulted in a lack of oversight in the kitchen which led to unsanitary conditions being present and an Immediate Jeopardy being called because of the presence of evidence of pests (cross reference F812). This facility failure had the potential to affect 15 out of 16 medically compromised residents who receive food from the kitchen.</p> <p>Findings:</p> <p>During an interview on February 26, 2024, at 10:02 a.m., the Clinical Nutrition Manager (CNM) stated, she is a Registered Dietician and the full-time qualified staff member over the kitchen.</p> <p>The Director of Food and Nutrition Services (DFNS) who was also serving as the Environmental Services Director stated, he was not a qualified food service manager. The Executive Chef (Chef) was also present and stated he was not a qualified food service manager and is in the process of becoming a Certified Dietary Manager (CDM).</p> <p>During an interview, on February 28, 2024, at 3:30 p.m., with the CNM, the DFANS, and the Regional Supervisor (RS). The CNM stated, she is the full-time Clinical Nutrition Manager and also manages the kitchen. The RS stated it was not typical for the Clinical Nutrition Manager to also be the full-time staff member overseeing the kitchen. The RS stated the DFANS and Chef are both working on becoming CDMs. The RS stated, there is no one at this time qualified to fulfill the Director of Food and Nutrition Services position.</p> <p>A review of the document titled Healthcare Food Services Job Description Clinical Nutrition Manager, dated January 2019, indicated, Responsible to direct the functions of the clinical nutrition services (such as nutrition assessment, nutritional counseling/consultation, performance improvement), and the management of the clinical nutrition team to ensure high quality nutritional care is provided to patients/residents</p> <p>During a review of document titled [Company Name] Healthcare Food Services Job Description, Director Food and Nutrition, dated March 2006, indicated Qualifications: Education and Experience: Must meet CMS (Center for Medicare and Medicaid Services) and/or state regulations regarding educational qualifications for Food Service Director (e.g. Certified Dietary Manager).</p>		

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<p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</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>46509</p> <p>Based on observation, interview, and record review, the facility failed to ensure the lunch menu served on February 27, 2024, met the nutritional need of 15 out of 16 residents in accordance with established national guidelines.</p> <p>This failure had the potential for residents not to receive the caloric intake needed, when the established menu was not followed, which could result in poor nutrition and further compromise the residents' medical status.</p> <p>Findings:</p> <p>An observation and concurrent interview were conducted on February 26, 2024, at 12:20 p.m., with Resident 227. Resident 227 stated, he should receive double-portions, and only received one scoop of potatoes today. Resident 227 stated, sometimes the facility messed up the order and he had to wait 45 minutes for the missing food. Resident 227 further stated, how was he supposed to gain weight if the facility kept messing up his food orders.</p> <p>An observation, on February 27, 2024, at 11:30 a.m., was conducted during the tray line. The Associate Patient Dining Staff (APDS) was portioning out food into each resident's styrofoam container. The APDS was serving meatloaf and broccoli, using tongs to pick up the broccoli. A serving of the meatloaf was weighed; it weighed 1.3 ounces, and the broccoli was approximately 1/4 of a cup.</p> <p>During a review of the kitchen's document titled Migrated Patient Menu, for lunch, on February 27, 2024, the menu indicated to serve 3 ounces of meatloaf and one cup of broccoli.</p> <p>During an interview on February 28, 2024, at 3:57 p.m., with the Clinical Nutrition Manager (CNM), the CNM stated, the menu should be followed for the serving sizes.</p> <p>A review of the facility's policy and procedure titled Menu Management, dated January 2023, indicated . Menus are managed to ensure patient meal selections are accurate for diet ordered .</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>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>44270</p> <p>Based on observation, interview, and record review, the facility failed to store, prepare, and serve food in a sanitary manner, in accordance with professional standards for food service safety, as evidenced by:</p> <ol style="list-style-type: none"> 1. Rodent droppings and evidence of nesting (collection of clutter, trash, and debris) was found in the cooking line area of the kitchen, as well as an accumulation of grease and black grime and food, this had the potential to transmit disease to patients by contaminating food and food contact surfaces. In addition, a convection oven (oven that has fans to circulate air around food), a steamer, three ovens, one fryer and a broiler had an accumulation of grease and food grime build-up. This had the potential to attract pests and for microorganism (a microscopic organism, especially a bacterium, virus, or fungus) growth that could be inadvertently transferred to food. 2. The industrial stand mixer had crusted dry substances on the protection grate, the steam jacketed kettles had crusted yellow food inside the kettle, and the convection oven had black and yellow grime build-up and the side of the unit was rusted. This had the potential for microorganism growth and to attract pests. 3. Raw turkey was thawing and the juices were found to be dripping from storage boxes onto raw beef defrosting right next to it in the walk-in refrigerator. This cross contamination (the physical movement or transfer of harmful bacteria from one person, object, or place to another) had the potential to cause foodborne illness (food poisoning-caused by food contaminated with bacteria, viruses, parasites, or toxins). 4. In the walk-in refrigerator designated for dairy, there were plastic risers that food was stacked on top of and underneath there was spilled milk and yellow crusty looking substance on the floor that appeared to be spilled eggs. This had the potential for microorganisms to grow and to attract pests. 5. Multiple drawers were missing under food prep tables, and food crumbs had accumulated in the tracks of the missing drawers. This had the potential for microorganisms to grow and to attract pests. 6. Two frozen vegetable patties were uncovered in the freezer. This had the potential for food to become contaminated and cause food-borne illness. 7. Hand hygiene was not performed by Dietary Aide 2 who was handling ready to eat food. This had the potential to cause food-borne illness. <p>Rats are especially dangerous in healthcare facilities because these pests carry disease and spoil food with the bacteria and viruses they harbor in their saliva and droppings. This failure led to 15 out of 16 medically compromised residents who received food from the kitchen, to be at risk for food-borne illness from contaminated food.</p> <p>Findings: (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>1. During the initial tour of the kitchen and concurrent interview with the Executive Chef (Chef) on February 26, 2024, at 11:35 a.m., at the cooking line where food was prepared for the residents, there were rodent droppings and evidence of nesting identified under the fryer and oven range. The Chef stated, they had a rat problem and the kitchen is very old, equipment is not working, and it is very hard to clean. The Chef further stated, several failed attempts have been made to scrape off and remove the food and grime buildup. One of the fryers was out of service and had food and grime buildup. Three of the four ovens were out of service and the spaces between the three stoves which housed the gas lines had an accumulation of grease, trash, black food grime and rodent droppings and evidence of nesting. The floor under the equipment also had an accumulation of grease, food grime and trash. There were rat droppings, confirmed by the Chef and evidence of rodent nesting, small pieces of torn papers, and piles of trash under the ovens. A round greyish color food item was pulled out from the oven and the Chef stated, it was a hamburger patty.</p> <p>During a concurrent observation and interview with the Chef, on February 26, 2024, at 11:40 a.m., at the cooking line, the convection oven, the steamer, three ovens, two fryers and a broiler, had an accumulation of grease and food grime buildup. The knobs had a sticky brown residue, the inside of the convection oven had a black build-up, and the door of the oven was crusted with yellow and black grime. The steamer had yellow and black build-up. The non-functioning fryer was covered with a metal plate and underneath the cover there was oil and food grime buildup. The broiler above the stove top was crusted with black food grime and grease.</p> <p>During an interview on February 27, 2024, at 10:54 a.m., with the Service Technician (ST) from [Company Name] pest control company. ST stated rats have been an issue for a while, he was recently at the facility for an infestation. ST stated, he suspects the rats may be using the sewer lines in the kitchen to gain access and can come in through any holes in the kitchen.</p> <p>During an observation in the kitchen, on February 27, 2024, at 11:07 a.m., the back door of the dry storage room that leads to the loading dock had a gap under the door and the gasket (seals the gap between two surfaces) around the door was falling off.</p> <p>During an interview with the Clinical Nutrition Manager (CNM), on February 28, 2024, at 2:39 p.m., CNM stated if a space is accessible, it should be clean and free of rat droppings.</p> <p>During an interview with the Chief Administrative Officer (CAO), on February 29, 2024, at 3:17 p.m., he stated the rodent issue was never brought up in the daily safety huddle meetings. The CAO stated all the hospital upper management team gets together daily to talk about safety issues in the hospital/SNF. He stated that the Food and Nutrition Services Department staff do attend these meetings but never brought up the rat infestation in the kitchen.</p> <p>During a review of the [Company Name] summary of services report, dated February 16, 2024, indicated, Recommendation: Cracks or damage to wall allowing pest access. Please repair to prevent pest entry. A hole in wall in drink cage I (ST) pointed out to the Patient Service Manager (PSM)], Status: PENDING, Date: 11/30/2023. An accumulation of food products from damaged goods noted. Please remove food product to prevent attraction by pests. Main kitchen cooking line. Status: PENDING, Date: 04/06/2023.</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>A review of an email, dated February 16, 2024, at 8:18 a.m., indicated the [Company Name] pest control company the facility's managers were notified regarding Large rat spotted in dish room and roaches spotted in cold production area basement kitchen.</p> <p>A review of the FANS (food and nutrition services) Pest Control Log indicated:</p> <ul style="list-style-type: none"> -On January 12, 2024, a rodent was seen in the tray line area. -On January 24, 2024, roaches were seen in the tray line area. -On January 27, 2024, roached were seen in the tray line area. -On January 28, 2024, roaches were seen in the cold prep area and in the toaster. -On February 3, 2024, a rodent was seen in the kitchen. -On February 16, 2024, a rodent and roaches were seen in the dish room and cold prep areas. <p>A review of the facilities policy titled Pest Control, dated January 2023, indicated The Food and Nutrition Services Department/Dining Services shall be free of all rodents and insects. Associates are instructed to report pest sightings to management .</p> <p>A review of the company's policy and procedures titled Sanitation and Infection Prevention and Control Program Overview, dated January 2023, indicated .Proper sanitation and infection control practices are observed in all phases of food production and service .</p> <p>During a review of the FDA Federal Food Code, dated 2022, 6-501.111 indicated, The premises shall be maintained free of insects, rodents, and other pests. The presence of insects, rodents, and other pests shall be controlled to eliminate their presence on the premises by:</p> <ul style="list-style-type: none"> (A) Routinely inspecting incoming shipments of food and supplies; (B) Routinely inspecting the premises for evidence of pests; (C) Using methods, if pests are found, such as trapping devices or other means of pest control as specified under 7-202.12, 7-206.12, and 7-206.13; and (D) Eliminating harborage conditions. In addition, Insects and other pests are capable of transmitting disease to humans by contaminating food and food-contact surfaces. Effective measures must be taken to eliminate their presence in food establishments. <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>During a review of the FDA Federal Food Code, dated 2022, 4-601.11 indicated, (C) Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris. In addition, The objective of cleaning focuses on the need to remove organic matter from food-contact surfaces so that sanitization can occur and to remove soil from nonfood contact surfaces so that pathogenic microorganisms will not be allowed to accumulate, and insects and rodents will not be attracted.</p> <p>During a review of the FDA Federal Food Code, dated 2022, 4-602.13 indicated, Nonfood-contact surfaces of equipment shall be cleaned at a frequency necessary to preclude accumulation of soil residues. In addition, The presence of food debris or dirt on nonfood contact surfaces may provide a suitable environment for the growth of microorganisms which employees may inadvertently transfer to food. If these areas are not kept clean, they may also provide harborage for insects, rodents, and other pests.</p> <p>2. During an observation of the cook's bulk preparation area, and concurrent interview with the Executive Chef (Chef), on February 26, 2024, at 11:19 a.m., there was an industrial stand mixer that had crusted food on the protection grate. Per Chef he agreed it was not from recent use. There was also yellow colored crusted food on the insides of two steam jacket kettles (uses steam heat to cook large amounts of food). The Chef stated the kettles should be cleaned after use and they were not currently in use. Next to the kettle was a convection oven, the side of the oven was a rust color, inside there was black and yellow grime build-up. Chef stated, there is only one oven they can use and do not have time to clean it because of the large volume of meals they have to prepare.</p> <p>During an interview with the Clinical Nutrition Manger (CNM) on February 28, 2024, at 2:39 p.m., the CNM stated that the cook's bulk preparation area equipment should be cleaned after every use and not have any crusted food on it.</p> <p>During a review of the facility policy titled Sanitation and Infection Prevention and Control Program Overview, dated January 2023, indicated Proper sanitation and infection control practices are observed in all phases of food production and service.</p> <p>During a review of the FDA Federal Food Code, dated 2022, 4-601.11 indicated, (C) Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris. In addition, The objective of cleaning focuses on the need to remove organic matter from food-contact surfaces so that sanitization can occur and to remove soil from nonfood contact surfaces so that pathogenic microorganisms will not be allowed to accumulate, and insects and rodents will not be attracted.</p> <p>During a review of the FDA Federal Food Code, dated 2022, 4-602.13 indicated, Nonfood-contact surfaces of equipment shall be cleaned at a frequency necessary to preclude accumulation of soil residues. In addition, The presence of food debris or dirt on nonfood contact surfaces may provide a suitable environment for the growth of microorganisms which employees may inadvertently transfer to food. If these areas are not kept clean, they may also provide harborage for insects, rodents, and other pests.</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>3. During an observation in the walk-in refrigerator and concurrent interview with the Executive Chef (Chef) on February 26, 2024, at 11:01 a.m., there were multiple stacked boxes of raw beef defrosting. Next to the raw beef there were multiple stacked boxes of raw turkey defrosting, the raw turkey boxes were positioned and hung over the raw beef and juices from the turkey were seen dripping onto the boxes of raw beef. Chef stated, the box of turkey should not be defrosting on top of the beef due to possible cross contamination.</p> <p>A review of the facility's policy and procedure titled Food and Supply Storage, dated January 2023, indicated . Refrigerated storage .separate goods by category (meat, fish, poultry .if raw animal products are stored on the same rack, store them in the following order .whole cuts of beef, pork, ground meat and poultry .</p> <p>During a review of the FDA Federal Food Code, dated 2022, 3-302.11 indicated, Except when combined as ingredients, separating types of raw animal foods from each other such as beef, fish, lamb, pork, and poultry during storage, preparation, holding, and display by: (b) Arranging each type of food in equipment so that cross contamination of one type with another is prevented . In addition, It is important to separate foods in a ready-to-eat form from raw animal foods during storage, preparation, holding and display to prevent them from becoming contaminated by pathogens that may be present in or on the raw animal foods. With regard to the storage of different types of raw animal foods as specified under subparagraph 3-302.11(A)(2), it is the intent of this Code to require separation based on anticipated microbial load and raw animal food type (species). Separating different types of raw animal foods from one another during storage, preparation, holding and display will prevent cross-contamination from one to the other. The required separation is based on a succession of cooking temperatures as specified under S 3-401.11 which are based on thermal destruction data and anticipated microbial load. For example, to prevent cross-contamination, fish and pork, which are required to be cooked to an internal temperature of 145 F for 15 seconds, shall be stored above or away from raw poultry, which is required to be cooked to an internal temperature of 165 F (<1 second, instantaneous) due to its considerably higher anticipated microbial load.</p> <p>4. During the initial tour of the kitchen an observation and concurrent interview was conducted with the Executive Chef (Chef), on February 26, 2024, at 11:12 a.m., in the walk-in refrigerator labeled number 22. There were plastic risers used to store milk and eggs, and under the risers there was spilled milk. In the back corner on the floor there was a yellow crusted looking substance that appeared to be spilled eggs. Chef stated spills should be clean up immediately.</p> <p>During an interview with the Clinical Nutrition Manager (CNM) on February 28, 2024, at 3:30 p.m., the CNM stated, that spills should be cleaned up as they occur.</p> <p>During a review of the FDA Federal Food Code, dated 2022, 4-602.13 indicated, Nonfood-contact surfaces of equipment shall be cleaned at a frequency necessary to preclude accumulation of soil residues. In addition, The presence of food debris or dirt on nonfood contact surfaces may provide a suitable environment for the growth of microorganisms which employees may inadvertently transfer to food. If these areas are not kept clean, they may also provide harborage for insects, rodents, and other pests.</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>5. During an observation and concurrent interview was conducted with the Executive Chef (Chef), on February 26, 2024, at 11:12 a.m., multiple drawers were missing under food prep tables, in the cook's bulk preparation area, cooking line and cold food preparation area, the tracks used to hold the drawers had an accumulation of yellow food grime. Chef stated, the tracks of the drawer should be kept clean and not have an accumulation of food grime.</p> <p>During an interview with Dietary Aide (DA1), on February 27, 2024, at 10:38 a.m., DA1 stated that the drawers had been missing for years.</p> <p>During an interview with the Clinical Nutrition Manager (CNM), on February 28, 2024, at 2:39 p.m., CNM stated that the drawer tracks should be clean and free of food build-up.</p> <p>During a review of the FDA Federal Food Code, dated 2022, 4-602.13 indicated, Nonfood-contact surfaces of equipment shall be cleaned at a frequency necessary to preclude accumulation of soil residues. In addition, The presence of food debris or dirt on nonfood contact surfaces may provide a suitable environment for the growth of microorganisms which employees may inadvertently transfer to food. If these areas are not kept clean, they may also provide harborage for insects, rodents, and other pests.</p> <p>6. During the initial tour of the kitchen and concurrent interview with the Executive Chef (Chef) on February 26, 2024, at 10:51 a.m., There were two frozen vegetable patties, out of their packaging, in the freezer. The Chef stated all food should be covered.</p> <p>A review of the facility's policy and procedure titled Food and Supply Storage, dated January 2023, indicated . All food .used in food preparation shall be stored in such a manner as to prevent contamination to maintain the safety and wholesomeness of the food for human consumption .wrap food tightly to prevent cross contamination .</p> <p>During a review of the FDA Federal Food Code, dated 2022, 3-301.11 indicated, (A) FOOD shall be protected from cross contamination by . (4) storing the food in packages, covered containers, or wrappings;. In addition, Food that is inadequately packaged or contained in damaged packaging could become contaminated by microbes, dust, or chemicals introduced by products or equipment stored in close proximity or by persons delivering, stocking, or opening packages or overwraps. Packaging must be appropriate for preventing the entry of microbes and other contaminants such as chemicals. These contaminants may be present on the outside of containers and may contaminate food if the packaging is inadequate or damaged, or when the packaging is opened. The removal of food product overwraps may also damage the package integrity of foods under the overwraps if proper care is not taken.</p> <p>7. During an observation, on February 27, 2024, at 11:50 a.m., kitchen staff was plating meals for residents. Dietary Aide (DA2) was observed answering his phone, talking on the phone, and clipping the phone back on his pants while wearing gloves. DA2 did not change his gloves or wash his hands and continued to prepare resident meal trays.</p> <p>During an interview, on February 28, 2024, at 3:30 p.m., with the Director of Food and Nutrition Services (DFANS), and the Regional Supervisor (RS), was conducted. The RS stated, DA2 did not follow proper hand hygiene protocol, he should have performed hand hygiene and changed his gloves after answering his cell phone.</p> <p>(continued on next page)</p>		

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NAME OF PROVIDER OR SUPPLIER Desert Regional Medical Center D/P Snf		STREET ADDRESS, CITY, STATE, ZIP CODE 1150 North Indian Canyon Drive Palm Springs, CA 92262	
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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>During a review of the company's policy and procedures titled Sanitation and Infection Prevention and Control Program Overview, dated January 2023, indicated .Proper sanitation and infection control practices are observed in all phases of food production and service .proper hand hygiene .disposable glove use .</p> <p>On February 26, 2024, at 4:10 p.m., an immediate jeopardy (IJ) (immediate corrective action is necessary because the facility's noncompliance with one or more of those requirements has caused, or is likely to cause, serious injury, harm, impairment or death to a resident receiving care in a facility) was called under 483.60(i)(1)-Procure food from sources approved or considered satisfactory by federal, state or local authorities and 483.60(i)(2)-Store, prepare, distribute and serve food in accordance with professional standards for food service safety</p> <p>The facility was notified of the IJ under federal tag 812:</p> <p>The facility did not Store, prepare, distribute, and serve food in accordance with professional standards for food service safety when there was rodent droppings and evidence of nesting identified on the main cooking line in the kitchen, as well as the presence of excessive black grime and grease build-up and old food on the floor and kitchen equipment. A build-up of crumbs and black grime found on and under equipment and proper hand hygiene was not performed by one staff member handing ready to eat food.</p> <p>On February 26, 2024, the facility provided a Corrective Action Plan and indicated the following will be implemented immediately to address the sanitation issues in the kitchen:</p> <ol style="list-style-type: none"> 1. All surface areas in the kitchen were cleaned. 2. All foods have been removed from the Skilled Nursing Facility (SNF). 3. An emergency request for pest control to come onsite and perform extermination services. 4. A restoration company will be working all night to perform deep cleaning of the kitchen and Evaluate any wall penetrations and perform repairs as needed. 5. All food preparation surfaces will be sanitized immediately before any food preparation. 6. The diet list for the 15 residents have been sent to the dietician. 7. Pre-packaged meals and beverages will be provided to residents on regular diets. 8. For residents on altered texture diets, the diets will be downgraded to pre-packaged purees and the residents will be provided with supplements. 9. After completion of the terminal clean, restoration, and extermination, we will have a third-party environmental company come onsite and perform an inspection. <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>The IJ was lifted on February 29, 2024, at 4:30 p.m., after an acceptable corrective action plan was implemented and carried out, and verified through observation, interview, and record review.</p>		

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<p>F 0880</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Provide and implement an infection prevention and control program.</p> <p>48562</p> <p>Based on observation, interview, and record review, the facility failed, for two employees observed, to ensure infection control policy and procedures for hand hygiene and personal protective equipment (PPE) were implemented when:</p> <ol style="list-style-type: none"> 1. RN 2 did not perform hand hygiene before donning gloves on two occasions. In addition, RN 2 did not remove gloves after direct patient care and exited the room to enter another resident's room. 2. One Certified Nursing Assistant (CNA 1) did not perform hand hygiene upon entering and exiting a resident's room and after providing direct patient care. <p>These failures had the potential to spread infection and compromise the overall health of residents residing in the facility.</p> <p>Findings:</p> <p>1. During an observation on February 26, 2024, at 12:30 p.m., in Resident 74's room, RN 2 did not change gloves between providing care for two residents. In addition, RN 2 was observed to answer the telephone with the same gloved hands and entered Resident 77's room without performing hand hygiene. RN 2 entered the hallway and was observed to remove gloves without performing hand hygiene. RN 2 returned to Resident 74's room and donned new gloves without performing hand hygiene.</p> <p>During an observation on February 27, 2024, at 10:33 a.m., in Resident 74's room, RN 2 was observed to not perform hand hygiene or wear gloves while assisting a resident with a breakfast tray. RN 2 exited from the room and did not perform hand hygiene before entering Resident 79's room after obtaining a food item from the nourishment room.</p> <p>During an observation on February 27, 2024, at 10:45 a.m., RN 2 entered Resident 74's room and placed items on A bed and collected B bed's breakfast tray, exited the room, and reentered the room without performing hand hygiene. RN 2 was observed not wearing gloves.</p> <p>During an observation on February 27, 2024, at 11:56 a.m., in Resident 74's room, after a dressing change, RN 2 removed gloves, touched surfaces in the residents' room, exited the room, and touched medical equipment outside of the room. RN 2 did not perform hand hygiene before reentering the room.</p> <p>During an interview on February 27, 2024, at 12:05 p.m. with RN 2, RN 2 stated, she did not perform hand hygiene before entering and exiting resident's room, this morning. RN 2 stated, she should have performed hand hygiene before entering and exiting the residents' room, when collecting the meal tray, prior to handling medications, and when providing care.</p> <p>2. During an observation on February 27, 2024, at 10:40 a.m., in Resident 77's room, CNA 1 was observed to assist Resident 77 with care without wearing gloves. CNA 1 exited Resident 77's room and entered Resident 78's room without performing hand hygiene. CNA 1 proceeded from Resident 78's room and entered Resident 77's room and did not perform hand hygiene before donning gloves.</p> <p>(continued on next page)</p>		

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<p>F 0880</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an observation on February 27, 2024, at 10:56 a.m., in Resident 77's room, CNA 1 was observed to remove gloves after providing care to Resident 77. CNA 1 touched their face and hair, handled clean linens, and discarded resident's personal items without performing hand hygiene and donning gloves.</p> <p>During an interview on February 27, 2024, at 11:36 a.m. with CNA 1, CNA 1 stated, he should have washed his hands after removing his gloves after providing care to Resident 77.</p> <p>During an interview on February 28, 2024, at 9:35 a.m. with the Infection Preventionist (IP - responsible for dissemination of infection prevention information), the IP stated, staff should be performing hand hygiene by using alcohol-based hand gel (a gel containing alcohol used to kill or minimize many viruses, bacteria, and microorganisms on the hands) or washing hands with soap and water according to the facilities policy and procedure.</p> <p>During a review of policy and procedure titled DES IP 599 Hand Hygiene, dated February 16, 2023, indicated .B. Indications for hand hygiene and hand antisepsis .2. Before and after direct contact with patients; blood/body fluids or equipment and environmental items touched by patients, 3. Before entering occupied, clean, or empty rooms, 4. Before and after handling medication or food .7. Prior to donning gloves and after removing gloves .</p>

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<p>F 0908</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Keep all essential equipment working safely.</p> <p>46509</p> <p>Based on observation, interview, and record review, the facility failed to maintain essential kitchen equipment in a safe operating condition, as evidenced by multiple pieces of equipment out of service and not being clean or maintained.</p> <p>These failures led to harborage conditions in the kitchen that was attracting pest and the potential for cross contamination and foodborne illness in 15 out of 16 medically compromised residents who received food from the kitchen.</p> <p>Findings:</p> <p>During an observation in the bulk food preparation area and concurrent interview with the Executive Chef (Chef), on February 26, 2024, at 11:22 a.m., the double convection oven (oven that has fans to circulate air around food) had rust on the side and the inside had a build-up of food and yellow grime. The Chef stated, that they only have one working oven in the kitchen, all the other ovens are not working, because of the large volume of meals they prepare they do not have time to clean it.</p> <p>During a concurrent observation and interview with the Chef on February 26, 2024, at 11:35 a.m., at the cooking line where food is prepared for the residents, there were rodent droppings and evidence of nesting (collection of clutter, trash, and debris) noted in the compartment between the oven and the fryer. The fryer, 3 ovens and a broiler were not working. The Chef stated, the two steamers are not working, one is out of service and the other one leaks hot water, which leaves standing water in the kitchen.</p> <p>During further observation and a concurrent interview with the Chef on February 26, 2024, at 11:40 a.m. multiple drawers were missing under food prep tables, in the cook's bulk preparation area, cooking line, and cold food preparation area, the tracks used to hold the drawers had an accumulation of yellow food grime. The Chef stated, the tracks of the drawers should be kept clean and not have an accumulation of food grime.</p> <p>During an interview with Dietary Aide (DA1) on February 27, 2024, at 10:38 a.m., DA1 stated, the drawers under the preparation tables have been missing for years.</p> <p>During an interview with the Director of Biomedical Engineering (DBE) on February 27, 2024, at 10:39 a.m., he stated they do not currently have a plan for the broken equipment in the kitchen.</p> <p>A subsequent interview was conducted with the Director of Biomedical Engineering (DBE), on February 29, 2024, at 3:30 p.m., the DBE stated work orders go to the maintenance department, someone was assigned to confirm when the work was completed. The DBE stated, the Biomedical department was primarily responsible for the repairs of the medical equipment, the requested work orders should be completed in approximately 30 days. The DBE further stated, ideally the appropriate departments would be notified and follow up as indicated, but somehow the communication was not occurring, and work orders were not being completed nor followed through.</p> <p>(continued on next page)</p>		

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<p>F 0908</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>A review of the facility's policy and Procedure titled Equipment Maintenance Program, dated January 2023, indicated .Proper maintenance of the physical plant and all equipment is the responsibility of the Director in cooperation with the Maintenance Department .with the maintenance department, plans in writing a program of preventative maintenance for all Food/Nutrition equipment requiring regular maintenance .Regular inspection/maintenance by maintenance department, periodic servicing by a service company contracted through the maintenance department .for equipment to be maintained by the department, incorporate maintenance tasks into the area and equipment cleaning frequency .</p> <p>During a review of the FDA Federal Food Code, dated 2022, 4-501.11 indicated, (A) EQUIPMENT shall be maintained in a state of repair and condition that meets the requirements specified under Parts 4-1 and 4-2. In addition, Proper maintenance of equipment to manufacturer specifications helps ensure that it will continue to operate as designed. Failure to properly maintain equipment could lead to violations of the associated requirements of the Code that place the health of the consumer at risk.</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 46509</p> <p>Based on observation, interview, and record review, the facility failed to maintain an effective pest control program to keep the facility free of pests and rodents when:</p> <ol style="list-style-type: none"> 1. There were rodent droppings and evidence of nesting found in the cooking line; 2. There was not a set schedule for the pest control company to service the kitchen; and 3. Recommendations made by the pest control company were never implemented. <p>These failures created an environment attracting rodents and the potential contamination of food and kitchen equipment used to supply meals to 15 out of 16 vulnerable residents, who are put at risk for food-borne illness (caused by food contaminated with bacteria, viruses, parasites, and toxins).</p> <p>Findings:</p> <p>During the initial tour of the kitchen on February 26, 2024, at 11:35 a.m., at the cooking line where food was prepared for the residents, there were rodent droppings and evidence of nesting (collection of clutter, trash, and debris) identified inside a compartment between the stove and the fryer. The Executive Chef (Chef) stated, they have a rat problem, and staff was able to confirm, there were rat droppings and evidence of nesting.</p> <p>During an interview on February 27, 2024, at 10:54 a.m., with the Service Technician (ST), from [Name] pest control company, the ST stated, approximately three years ago he took over the contract with the facility. The ST stated, the rodents have been an issue for a while, he was out recently for an infestation in the facility. The ST stated, he suspects rats may be using the sewer lines in the kitchen to gain access and can come through any holes in the kitchen.</p> <p>During an observation on February 27, 2024, at 11:07 a.m., with the Director of Food and Nutrition Services (DFANS), in the kitchen, the back door of the dry storage room leads to a loading dock outside, and the door had a noted gap at the bottom and the gasket (seals the gap between two surfaces) around the door is falling off. The DFANS stated, the opening is wide enough for rodents to enter the kitchen.</p> <p>During an observation in the dry storage area of the kitchen, on February 28, 2024, at 11:53 a.m., inside the drink cage, where sodas are stored, there was a large area of damage to a corner wall. The area was covered with tape and plastic. The DFANS stated, it had been covered last night with the plastic and tape. The DFANS stated, the rodents will be able to chew through the plastic and tape, this will not deter the rodents.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>During an interview with the Food and Nutrition Services Manager (FNSM) on, February 28, 2024, at 3:57 p. m., the FNSM stated, the recommendation by the [Name] pest control company to patch the whole in the drink cage should have been done immediately. He stated that he never read the report from the [Company Name] until we asked for it. He stated a work order was never submitted to patch the whole in the drink cage and the accumulation of food product (that the [Company Name] recommended should be cleaned up) was never addressed. He stated, [Company Name] pest control services the whole hospital and was not routinely scheduled to service the kitchen, they only came when pests were identified.</p> <p>During an interview with the Clinical Nutrition Manager (CNM), on February 28, 2024, at 2:39 p.m., the CNM stated, all areas of the kitchen that are accessible should be cleaned, and free of old food and trash. The CNM stated, the back cook's bulk preparation area equipment should be cleaned after every use and should not have crusted food on it.</p> <p>During a review of the [Company Name] summary of services report, dated February 16, 2024, indicated, Recommendation: Cracks or damage to wall allowing pest access. Please repair to prevent pest entry. A hole in wall in drink cage I (ST) pointed out to the Patient Service Manager (PSM)], Status: PENDING, Date: 11/30/2023. An accumulation of food products from damaged goods noted. Please remove food product to prevent attraction by pests. Main kitchen cooking line. Status: PENDING, Date: 04/06/2023.</p> <p>During a review of the FDA Federal Food Code, dated 2022, 6-501.111 indicated, The premises shall be maintained free of insects, rodents, and other pests. The presence of insects, rodents, and other pests shall be controlled to eliminate their presence on the premises by:</p> <p>(A) Routinely inspecting incoming shipments of food and supplies;</p> <p>(B) Routinely inspecting the premises for evidence of pests;</p> <p>(C) Using methods, if pests are found, such as trapping devices or other means of pest control as specified under 7-202.12, 7-206.12, and 7-206.13; and</p> <p>(D) Eliminating harborage conditions. In addition, Insects and other pests are capable of transmitting disease to humans by contaminating food and food-contact surfaces. Effective measures must be taken to eliminate their presence in food establishments.</p> <p>During a review of the facility's policy and procedure titled Pest Control, dated January 2023, indicated .The physical premises shall be in compliance with local regulations .Ensure that all holes and cracks in walls and floors where pests and rodents could gain entry are repaired/sealed .Ensure the exterior department doors including those leading to outside receiving areas and garbage have less than a 1/4 inch gap between the door and floor to prevent pest and rodent entry .Request a copy of the pest control service report; recommendations on the report are followed .</p>		