

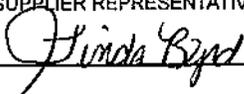
Division of Health Care Facilities

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: TN2403	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/02/2014
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NAME OF PROVIDER OR SUPPLIER GALLAWAY HEALTH AND REHAB	STREET ADDRESS, CITY, STATE, ZIP CODE 435 OLD BROWNSVILLE RD GALLAWAY, TN 38036
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
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N 645	<p>1200-8-6-.06(3)(k) Basic Services</p> <p>(3) Infection Control.</p> <p>(k) Space and facilities for housekeeping equipment and supply storage shall be provided in each service area. Storage for bulk supplies and equipment shall be located away from patient care areas. The building shall be kept in good repair, clean, sanitary and safe at all times.</p> <p>This Rule is not met as evidenced by: Type C Pending Penalty #19</p> <p>Tennessee Code Annotated 68-11-804(c)19: The nursing home shall be clean and sanitary and in good repair at all times.</p> <p>Based on policy review, observation and interview, it was determined the facility failed to provide effective housekeeping and maintenance services to ensure the nursing home was clean and sanitary and in good repair as evidenced by wash basins and bedpans stored on the floor, closet doors in disrepair, multiple clothing items on the floor, odors, floors that were dirty and scuffed, walls with stains, peeling paint, dirty/dusty air conditioner (ac) units, broken a/c vents, stained commodes and bathrooms and toilets in disrepair on 3 of 3 (100, 200 and Meadows hall) halls; odors on 2 of 3 (100 and Meadows hall) halls; dirty base boards, dirty window sills, dirty cabinets or missing knobs for the air conditioner unit in 2 of 4 (Restorative and Meadows dining room) dining rooms; cracked tile, a bedside table with nail clippers present, clothing in the bath tub, bowl of oatmeal on the table, missing floor tiles, rust/peeling paint to door entrances, a wheelchair leg rest stored in the tub,</p>	N 645	<p>a. Room 106: The clothes on the floor were removed and laundered and returned to resident's room.</p> <p>b. Room 110: The dirty bed pan on the bathroom floor was removed, washed and stored properly. The 3 wash basins on the floor were removed, washed and stored properly. The two towels and pair of socks were removed, laundered and returned to resident.</p> <p>c. Room 113: The closet door was repaired and put back on hinge.</p> <p>d. Room 118: The pile of clothes on the closet floor were removed, laundered and returned to resident.</p> <p>e. Room 119: The clothes on floor were removed, laundered and returned to resident. The urine odor was eliminated through cleaning / sanitizing.</p> <p>Room 121: The stained floor was cleaned and the scuffed floor was cleaned and buffed.</p> <p>Room 123: The stain on the wall behind the bed was cleaned. The AC vent was replaced. The rusty and peeling paint on door frame was removed/painted. The yellow stain on commode was removed. The peeling paint on the bathroom wall and tissues holder was sanded off and repainted.</p> <p>h. Room 124: The pile of clothes on the closet floor were removed, laundered, and returned to resident. The stains were removed from toilet bowl. The bedpan on the bathroom floor was removed, washed and stored properly. The urine odor in the bathroom was eliminated by cleaning/sanitizing.</p>	5/12/14
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Division of Health Care Facilities LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE Administrator OHNW11	(X6) DATE 5/2/14 If continuation sheet 1 of 16
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Division of Health Care Facilities

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N 645	<p>Continued From page 1</p> <p>food in a cabinet, drinks on a bedside table and an open folder of documents in 1 of 3 (100 hall central bath) bath/shower rooms; a thick layer of visible dirt and dust on the baseboards in the meadows clean linen storage area; and broken tiles, dirt and lint build up behind the washing machines and the two compartment sink was stained in the laundry room.</p> <p>The findings included:</p> <ol style="list-style-type: none"> Review of the facility's daily room cleaning documented, "...Empty trash... Horizontal dusting. With a cloth & [and] disinfectant wipe all horizontal (flat) surfaces... Spot clean. With a cloth & disinfectant clean all vertical surfaces... Dust mop floor... Damp mop floor... Every room to be cleaned is that resident's home--treat it as such... Infection control is the goal of an effective room cleaning technique..." Review of the facility's complete room cleaning policy documented, "...Set up calendar outlining what rooms are to be cleaned on certain days... Complete Room Cleaning insures that every bed, closet, & drawer is disinfected at least once a monthly..." Observations during the tour of the 100 hall on 3/30/14 at 9:30 AM revealed the following: <ol style="list-style-type: none"> Room 106 - pile of clothes on the closet floor. Room 110 - dirty bed pan on the bathroom floor, 3 wash basins on the floor, 2 towels and 1 pair of socks on the floor. Room 113 - closet door off the hinge. Room 118 - pile of clothes on the closet floor. Room 119 - clothes on the floor and urine odor in the bathroom. <p>Observations during the tour of the 100 hall on</p>	N 645	<p>Room 125: The floor was cleaned and buffed to removed scuffs. The door frame was sanded to remove rust and repainted. The peeling paint above A bed was scrapped and repainted. The strong urine odor in the bathroom was eliminated by cleaning/sanitizing.</p> <p>Room 126: The peeling paint was removed and door frame repainted. The dirt & dust was removed at corner and top of ac unit. The floor was cleaned and buffed to remove scuffs. The urine odor was eliminated by cleaning/sanitizing.</p> <p>Room 127: The pile of clothes on the closet floor were removed, laundered, and returned to resident and properly stored. The door frame was scrapped of rust, and repainted. The urine odor in the bathroom was eliminated by cleaning/sanitizing.</p> <p>Room 128: The rust around bottom of door frame to bathroom was removed. The black stains on the tiles and wall behind the sink and commode were removed by cleaning/sanitizing.</p> <p>Room 129: The broken ac vent was replaced. The peeling paint at the baseboard was scrapped and repainted. The hospital gown in the shower was removed, laundered and stored properly. The cup in the shower was removed and thrown</p> <p>o. away. The paper bag of clothes in the shower were removed and laundered and returned to resident's closet. The yellow stain in the toilet bowl was removed through cleaning/sanitizing. The blue toothpaste was removed by cleaning sink. The 2 wash basins on the bathroom floor</p>	5/12/14
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N 645	<p>Continued From page 2</p> <p>3/30/14 beginning at 2:40 PM revealed the following:</p> <p>a. Room 121 - floor scuffed and stained.</p> <p>b. Room 123 - wall behind the bed with a stained area, ac unit vent broken, door frame rusty and peeling paint, yellow stain down front of commode and peeling paint in the bathroom and on the tissue holder.</p> <p>c. Room 124 - pile of clothes on the closet floor, yellow streak stains in commode bowl, bedpan on floor of the bathroom and a urine odor in the bathroom.</p> <p>d. Room 125 - the floor scuffed and dirty, door frame with peeling paint, rust and peeling paint above A bed and a strong urine odor in the room and the bathroom.</p> <p>e. Room 126 - door frame with peeling paint, dirt/stains at corner of the ac unit, dust in front and on top of the ac unit, floor scuffed and a urine odor present.</p> <p>f. Room 127 - pile of clothes on the closet floor, rust and peeling paint to the edge of the door frame of the closet and a urine odor in the bathroom.</p> <p>g. Room 128 - rust around the bottom of the door frame to the bathroom, black colored stains on the tiles and wall behind the sink and behind the commode.</p> <p>h. Room 129 - broken ac vent, peeling paint at the baseboards, wadded hospital gown in the shower, a cup in the shower with a pink stain around the bottom rim of the cup, paper bag of clothes in the shower, yellow streak stains to the toilet bowl, blue stain to sink vanity beside the bathroom and 2 wash basins on the bathroom floor.</p> <p>i. Room 130 - a sheet with yellow stains, a hospital gown and pajama pants on the floor of the shower and urine odor in the bathroom.</p> <p>j. Room 131 - black stains at the corners between</p>	N 645	<p>were removed, cleaned and properly stored.</p> <p>Room 130: The stained sheet was removed, laundered and put back into linen storage. A clean fresh sheet was put on bed after cleaning/sanitizing mattress.</p> <p>Room 131: The black stains at the corner between the tile and wall behind the commode were removed by cleaning. The peeling paint was scrapped and repainted and paint removed from tissue holder.</p> <p>Room 101: The broken bed was repaired/replaced. The safety matt was discarded and replaced with a new matt. The dark brown substance around base of toilet was removed by cleaning/sanitizing.</p> <p>Room 102: The bed pan on the bathroom floor was removed, washed and stored properly. The odor in the bathroom was eliminated through cleaning/sanitizing. The scratched toilet seat was replaced with a new one. The brown substance around toilet base was removed by cleaning/sanitizing.</p> <p>Room 103: The outside light gap in the ac was eliminated.</p> <p>Room 105: The loose tile was repaired /replaced in bathroom. The black substance on tile behind the toilet was removed by cleaning/sanitizing. The toilet seat was replaced. The ceiling tile with the water stain was replaced. The outside light gap on ac unit was fixed. The brown substance on the floor near ac unit was removed by cleaning/sanitizing.</p> <p>Room 106: The broken toilet top was replaced. The closet door tract was repaired.</p> <p>Room 108: The closet door tract was repaired. The ceiling tile above A bed was fixed/replaced. The outside light gap on ac unit was eliminated through repair.</p>	5/12/14

Division of Health Care Facilities

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N 645	Continued From page 3 tile and wall behind the commode and peeling paint on the tissue holder. Observations during the tour of the 100 hall on 3/30/14 at 2:44 PM revealed the following: a. Room 101 - broken bed, safety mat ripped and dirty and a dark brown substance around the toilet base. b. Room 102 - a bedpan on the bathroom floor, an odor in the bathroom, the toilet seat scratched and a brown substance around the toilet base. c. Room 103 - outside light visible around the ac unit. d. Room 105 - tile base loose from wall in bathroom, black substance on the tile behind the toilet, toilet seat chipped, water mark on the ceiling in the bathroom, light visible from outside top right of the ac unit and a brown substance on the floor to left under the ac unit. e. Room 106 - the toilet top broken around the edge and the closet door off track. f. Room 108 - the closet door off track, ceiling tile above the A bed pushed into the ceiling and outside light visible inside ac unit vent. g. Room 109 - wash basin on the floor. h. Room 110 - a sticky substance on the floor by the bed. i. Room 111 - pile of clothes on the closet floor, trash on the floor by the ac unit, cracked baseboards, a strong urine odor, 2 wash basins on the bathroom floor and sheet rock cracked. j. Room 112 - pile of clothes on the floor, dirty bedpan on the bathroom floor and 2 wash basins on the floor. k. Room 114 - brown stains in the toilet. During an interview, while touring the building, in room 106 on 3/31/14 beginning at 10:00 AM, the Administrator was asked about the closet door off track. The Administrator stated, "Will get to	N 645	<ul style="list-style-type: none"> Room 109: The wash basin was removed, cleaned and stored properly. Room 110: The sticky substance on floor by bed was removed by cleaning/sanitizing. Room 111: The pile of clothes on closet floor were removed, laundered, and returned to resident for proper storage. The trash on the floor was removed and put in garbage can. The cracked baseboard was replaced. The strong urine odor was eliminated through cleaning/sanitizing. The 2 wash basins were removed, washed and stored properly. The sheet rock was repaired and painted. Room 112: The pile of clothes on the floor were removed, laundered and returned back to resident storage. The dirty bed pan was removed, washed/sanitized and properly stored. The 2 wash basins on the floor were removed, cleaned and sanitized and stored properly. Room 114 The brown stain in the toilet was removed by cleaning/sanitizing. Room 218 The bathroom floor was cleaned and splattered liquid removed. The peeling wall paper around toilet tissue holder was repaired/painted. The ceiling tile with the water stain was replaced. Room 219: The cracked wall around toilet tissue holder was repaired/painted. Room 220: The outside light gap in ac was repaired/filled. Room 221: The outside light gap on ac was repaired /filled. The dark brown substance on the toilet was removed by cleaning/sanitizing and the wall and floor behind toilet was cleaned/sanitized. 	5/12/14

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N 645	<p>Continued From page 4</p> <p>immediately, will tell [named maintenance staff] immediately, is a safety issue." In room 111, the Administrator confirmed the floor appeared dirty, and confirmed presence of an odor. In room 129, the Administrator was asked if wash basins should be stored under the sink or on the floor? The Administrator stated, "No." The Administrator confirmed stains in the toilet, and confirmed items/clothing should not be stored in the shower. In room 229, the Administrator was asked if the ac unit in disrepair was acceptable. The Administrator stated, "No."</p> <p>3. Observations during the tour of the 200 hall on 3/30/14 at 2:50 PM revealed the following:</p> <ul style="list-style-type: none"> a. Room 218 - bathroom floor sticky and splattered with liquid, peeling wallpaper around toilet tissue holder and water spot on the ceiling. b. Room 219 - wall around toilet tissue holder cracked. c. Room 220 - light from outside visible around the ac unit, dark brown and black stain on tile behind the toilet d. Room 221 - light from outside visible around the ac unit and a dark brown substance on the toilet, wall and floor behind the toilet. e. Room 223 - bathroom wallpaper torn. f. Room 224 - toilet paper strung to floor in the bathroom, used Band-Aid and a black substance on the floor and light from the outside visible around the ac unit. g. Room 248 - urine in the toilet, toilet paper strung to the floor, floor dirty, trash can full and 2 urinals on the trash can. h. Room 249 - room cluttered and baseboard peeling from the wall. <p>4. Observations during the tour of the meadows hall on 3/30/14 at 2:55 PM and on 3/31/14 at 9:05 AM revealed the following:</p>	N 645	<ul style="list-style-type: none"> Room 223: The torn wallpaper was repaired or replaced. Room 224: The toilet paper strung to floor was torn off to an acceptable level. The used band aid was removed and discarded in a biohazard bag. The black substance was removed from the floor by cleaning floor. The light gap on the ac unit was repaired and filled. Room 248: The urine in the toilet was flushed down, commode cleaned. The toilet paper strung to floor was torn and put to an acceptable level on roll. The floor was cleaned. The trash can was emptied. The 2 urinals were removed from trash can and were cleaned, sanitized and returned to proper storage. Room 249 The room was de-cluttered. The peeling baseboard was repaired/replaced Room 225B The urine odor was eliminated in the bathroom. The dispenser was supplied with paper towels. The 3rd drawer of A bed chest was repaired. The stain in the toilet bowl was removed by cleaning/sanitizing. The ac cover was replaced. Room 226 The upholstered chair was discarded. Room 228 The cable wire hanging down in the corner of the ceiling was removed. The grout in the bathroom was cleaned. Room 229 The missing knobs and front cover of the ac unit were replaced. The toilet tank cover was replaced with a proper fitting one. Room 231 The bathroom ceiling tile was replaced. The odor was eliminated through cleaning/sanitizing. The toilet tank cover was replaced with a proper fitting one. Paper towels were put into the dispenser. 	5/12/14

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N 645	Continued From page 5 a. Room 225 B - strong urine odor in the bathroom, no paper towels in the dispenser, 3rd drawer of A bed chest was broken, the toilet bowl stained and the ac unit cover broken. b. Room 226 - tears on both arms of the upholstered chair. c. Room 228 - cable wire hanging down corner from the ceiling and grout in bathroom was dirty. d. Room 229 - front cover and knob missing off the ac unit and the toilet tank cover doesn't fit the top of the tank e. Room 231 - bathroom ceiling tile stained, urine odor noted, toilet tank cover doesn't fit the top of the tank, no paper towels in the dispenser, 3/31/14 dirty incontinence brief laying on the bathroom floor, the toilet bowl stained, no toilet paper bar for dispenser, a brown smear on the bathroom wall and a knob missing off the ac unit f. Room 232 - hole in the bathroom wall with rusty metal sticking out, the bathroom ceiling tile stained and knobs missing from the ac unit. g. Room 234 - brown substance on the bathroom floor, A bed bottom drawer in the closet broken, no paper towels in dispenser and the floor sticky. h. Room 235 - front cover off and knobs missing to the ac unit. i. Room 242 - A bed bedside table missing the top drawer, no paper towels in the dispenser, bathroom floor grout with a black substance noted and the floor was sticky. j. Room 244 - A bed bottom drawer missing in the closet and the ac unit cover broken. 5. Observations in the 100 hall on 3/31/14 at 10:00 AM, revealed a urine odor. During an interview while touring the building in the 100 hall on 3/31/14 beginning at 10:00 AM, the Administrator was asked if she smelled a urine odor. The Administrator stated, "Yes."	N 645	The dirty brief was discarded from the bathroom floor. The stain in the toilet bowl was removed by cleaning/sanitizing. A toilet paper bar was installed for the toilet dispenser. The brown smear on bathroom wall was removed by cleaning/sanitizing. The missing knobs on the ac unit were replaced. ss. Room 232: The hole in the bathroom wall was repaired and painted and rusty metal removed. The bathroom ceiling tile was replaced. The missing knobs on the ac unit were replaced. tt. Room 234: The brown substance on the bathroom floor was removed. The broke bottom drawer in the closet was repaired. The paper towels were put into the dispenser. The sticky substance on the floor was removed by cleaning/sanitizing. uu. Room 235: The front cover and knobs were replaced on the ac unit. vv. Room 242: The bedside table was replaced. The paper towels were put into the dispenser. The floor grout was cleaned in the bathroom and the black substance and stickiness was removed by cleaning/sanitizing the floor. ww. Room 244: The missing bottom drawer in the closet was replaced. The ac cover was replaced. 2. Based on alleged deficiency, current residents have the potential to be effected. 3. Staff have been re-educated on housekeeping and maintenance procedures (what to look for) and to communicate to the housekeeping/maintenance staff or designee. Rounds and or room inspections will be conducted at a minimum of 5 days a week to ensure	5/12/14

Division of Health Care Facilities

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N 645	Continued From page 6 6. Observations in the meadows hall on 3/30/14 at 2:55 PM and on 3/31/14 at 9:05 AM, revealed a strong odor of urine that extended the entire length of the hallway. 7. Observations in the restorative dining room on 3/30/14 at 9:25 AM, revealed a green substance on the base boards, the window sills had unknown particles and spills and a dark, hard substance. 8. Observations in the meadows dining room on 3/30/14 at 9:55 AM, revealed cabinets doors soiled with a brown substance and the air conditioning unit control knobs were missing. 9. Observations of the 100 hall central bath on 3/30/14 at 9:30 AM, revealed cracked tile, a bedside table with nail clippers present, the bath tub had clothing in it and bowl of oatmeal on the table. Observations of the 100 hall central bath on 4/2/14 at 11:15 AM, revealed missing tiles on the floor and where the floor meets the wall, rust/peeling paint to door entrances, clothing stored in the tub, a wheelchair leg rest stored in the tub, a cabinet with food (corn) in a plastic bowl (no date) and a 6 pack of can drinks, 2 open drink cans on a bedside table in the tub room, and an open folder of documents on the bedside table in the tub room. During an interview in the 100 hall central bath on 4/2/14 at 2:40 PM, the Director of Nursing (DON) was asked about the aboved noted in the shower room. The DON confirmed the opened cans, food should not be stored in the shower, and stated, "They [CNAs] apparently were just running a	N 645	compliance. Results of rounds/room inspections will be reported at morning stand up meeting at least 5 days per week. 4. Findings of room inspections will be reported weekly x 2 months to the Q API Committee by the NHA and Housekeeping Supervisor to assess the effectiveness of the plan. 6. Halls in the Meadows were cleaned and sanitized to remove strong odor of urine. 7. Baseboards of the Restorative Dining Room were cleaned and sanitized to remove green substance, and window sills were cleaned and sanitized to remove unknown particles, spills and a dark substance. 8. Cabinet doors in the Meadows Dining Room were cleaned and sanitized to remove a brown substance. 9. Cracked tile in the 100 hall central bath has been replaced, nail clippers were removed, the clothes were removed; laundered and returned to resident and bowl of oatmeal removed. Missing tiles were replaced in the 100 hall central bath, rust was removed from door entrance by cleaning and sanitizing and door was painted, clothing removed from tub washed and returned to resident, wheelchair leg removed and stored appropriately, food and dishes removed from cabinets and bedside table in tub room and open folder of documents removed from tub room.	5/12/14

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N 645	<p>Continued From page 7</p> <p>muck."</p> <p>10. Observations in the meadows hall clean linen storage area on 3/30/14 at 10:00 AM, revealed a thick layer of visible dirt and dust on the baseboards.</p> <p>11. Observations in the laundry room on 4/1/14 at 9:00 AM, revealed broken tiles, one sock and one cart covering behind one large washing machine, dirt and lint build up on a hose behind the other large washing machine and broken tiles and chunks behind the two large washing machines. The two compartment sink was stained and had noted grease.</p> <p>During an interview in the laundry room on 4/1/14 at 9:30 AM, Housekeeper #1 was asked about broken tiles and dirt behind the two large washing machines. Housekeeper #1 stated, "It's been like that since I've been here. We had a leaking bleach line and they fixed it 3 or 4 months ago." Housekeeper #1 was then asked should the two compartment sink be dirty. The Housekeeper #1 stated, "No, everybody uses it." Housekeeper #1 was asked whose responsibility it was to keep it clean. Housekeeper #1 stated, "Everybody's, I can't tell you when the last time it has been cleaned."</p> <p>During an interview in the laundry room on 4/1/14 at 10:55 AM, the Maintenance Director was asked what he thought the chunks behind the large wash machine was. The Maintenance Director picked up some of the pieces behind the wash machine and stated, "Looks like fabric softener or bleach that has hardened." The Maintenance Director was then asked if was acceptable for that to be on the floor. The Maintenance Director stated, "No."</p>	N 645	<p>10. Meadows Hall clean linen storage area cleaned and sanitized to remove thick layer of visible dirt and dust on baseboards.</p> <p>11. Broken tile in laundry room have been replaced, one sock and one cart cover removed from behind one large wash machine; washed and stored appropriately, dirt and lint build-up on a hose behind other large wash machine has been cleaned, broken tiles and chunks behind two large wash machines have been removed and replaced.</p> <p>Two compartment sink has been cleaned and sanitized to remove stain and grease.</p> <p>2. Based on alleged deficiency, current residents have the potential to be effected.</p> <p>3. Staff have been re-educated on housekeeping and maintenance procedures (what to look for) and to communicate to the housekeeping/maintenance staff or designee. Rounds and or room inspections will be conducted at a minimum of 5 days a week to ensure compliance. Results of rounds/room inspections will be reported at morning stand up meeting at least 5 days a week.</p> <p>4. Findings of room inspections will be reported weekly x 2 months to the QAPI Committee by the NHA and Housekeeping Supervisor to assess effectiveness of the plan.</p>	5/12/14
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Division of Health Care Facilities

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: TN2403	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/02/2014
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NAME OF PROVIDER OR SUPPLIER GALLAWAY HEALTH AND REHAB	STREET ADDRESS, CITY, STATE, ZIP CODE 435 OLD BROWNSVILLE RD GALLAWAY, TN 38036
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N 645	Continued From page 8 12. During an interview in the conference room on 3/31/14 at 10:55 AM, the Administrator was asked about the environment issues. The Administrator stated, "That's going to be a hard question... anything that needs to be corrected... we should strive to maintain a healthy and clean environment... recently did a QA [Quality and Assurance]... about a month ago..."	N 645		5/12/14
N 653	1200-8-6-.06(3)(n)1. Basic Services (3) Infection Control. (n) The facility shall name an individual who is responsible for laundry service. This individual shall be responsible for: 1. Establishing a laundry service, either within the nursing home or by contract, that provides the facility with sufficient clean, sanitary linen at all times; This Rule is not met as evidenced by: Type C Pending Penalty #21 Tennessee Code Annotated 68-11-804(c)21: Nursing homes shall maintain readily-available linen in sufficient quantity to meet the needs of the patients. Based on observation and interview, it was determined the facility failed to provide sufficient linen to meet the needs of the residents on 3 of 3 (100, 200 and Meadows hall) halls.	N 653	1. Sheets on the bed in Room # 224 and 230 were discarded and replaced. 2. Current residents are affected by the alleged deficiency. 3. Housekeeping Supervisor was re-educated by the Administrator on the process for ordering and maintaining PAR levels of linens. The Administrator re-educated the Housekeeping Supervisor Housekeeping on the process for ordering linens which need to be replaced. Housekeeping Supervisor / Designee will audit current linen supplies weekly x 4 for linens to be replaced. Housekeeping Supervisor / Designee will complete PAR levels bi-monthly x 4, The DON/Designee will re-educate the nursing staff on the application of appropriate linen and reporting when linen is not in appropriate condition. 4. Audit results will be reviewed by the QAPI Committee weekly x 2 months to assess the effectiveness of he plan.	5/12/14

Division of Health Care Facilities

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N 653	<p>Continued From page 9</p> <p>The Findings included:</p> <p>1. Observations on the 100 hall on 4/1/14 at 10:45 AM, the 1st linen cart revealed 1 flat sheet, 10 towels, 4 pillow cases, 2 contour sheets, 5 washcloths, 4 gowns, and 2 blankets. The 2nd linen cart revealed 1 flat sheet, 2 pillow cases, 5 contour sheets and 4 gowns The census on the 100 hall was 53.</p> <p>During an interview in the 100 hall on 4/1/14 at 10:14 AM, Certified Nursing Assistant (CNA) #8 was asked, how often the linen carts were restocked. CNA #8 stated, "Three to 4 times a day." CNA #8 was asked if she ever had to wait on linens. CNA #8 stated, "Yes, I think we need someone in laundry all the time."</p> <p>2. Observations in room 224 on 3/30/14 at 9:25 AM, revealed a thread bare fitted sheet on B bed. The blue mattress was observed through the sheet in several places.</p> <p>Observations in room 230 on 3/30/14 at 9:25 AM, revealed a thread bare fitted sheet on A bed.</p> <p>Observations on the 200 hall on 4/1/14 at 11:00 AM, the linen cart revealed 7 flat sheets, 4 pillow cases, 3 gowns, 2 contour sheets and 4 washcloths. The census on the 200 hall was 13.</p> <p>During an interview in room 224B on 4/1/14 at 5:20 PM, the Director of Housekeeping was shown the fitted sheet on 224B bed and was asked if the resident's sheets should look like this. The Director of Housekeeping stated, "No, I've been going through the linens and ragging and tagging them."</p> <p>3. Observations in the meadows unit on 4/1/14 at</p>	N 653		5/12/14
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Division of Health Care Facilities

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N 653	<p>Continued From page 10</p> <p>10:30 AM, the 1st linen cart revealed 1 blanket, 4 pillow cases, 4 washcloths, 1 towel and 2 pads. The 2nd cart had 1 pillow case, 9 washcloths, 3 towels, 4 gowns, 5 flat sheets, 3 contour sheets, 3 blankets, and 2 pads. The census on the meadows unit was 32.</p> <p>During an interview on the meadows unit on 4/1/14 at 10:00 AM, CNA #6 was asked if there was enough linen for the residents. The CNA #6 stated, "No." CNA #6 was asked how often the linen was replaced on the linen carts. CNA #6 stated, "All the time."</p> <p>During an interview in the meadows unit on 4/1/14 at 10:10 AM, CNA #7 was asked if there had been times that the residents had needed linens and none were available. CNA #7 stated, "Yes, I get here at 6:00 AM and there isn't any laundry until 7:30 AM or 8:00 AM."</p> <p>4. During an interview in the laundry room on 4/1/14 at 10:50 AM, the Director of Nursing (DON) was asked if residents should ever have to wait to have linens available. The DON stated, "They shouldn't."</p>	N 653		5/12/14
N 765	<p>1200-8-6-.06(9)(i) Basic Services</p> <p>(9) Food and Dietetic Services.</p> <p>(i) Food shall be protected from dust, flies, rodents, unnecessary handling, droplet infection, overhead leakage and other sources of contamination whether in storage or while being prepared and served and/or transported through hallways.</p> <p>This Rule is not met as evidenced by:</p>	N 765	<p>1. No residents were identified in this alleged deficiency.</p> <p>a. Food is being prepared, stored and disinfected under sanitary conditions.</p> <p>b. Current staff are wearing hair nets to cover hair and beards.</p>	5/12/14

Division of Health Care Facilities

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N 765	<p>Continued From page 11 Type C Pending Penalty #22</p> <p>Tennessee Code Annotated 68-11-804(c)22: Food shall be protected from dust, flies, rodents, unnecessary handling, droplet infection, overhead leakage and other sources of contamination, whether in storage or while being prepared and served and/or transported through hallways.</p> <p>Based on policy review, observation and interview, it was determined the facility failed to ensure food was stored, prepared and distributed under sanitary conditions as evidenced by staff not wearing hair and beard covers, dirty hand washing sink used for hand washing by dietary staff, moisture and food particles on thermal plates stacked in the storage cart, dirty food and utility carts, food particles inside microwave, dirty cook stove, improper soaking of pots, pans and utensils in the 3 compartment sink, ice scoop on top of ice machine in the kitchen and cloudy water standing in the ice scoop storage bin in the meadows dining room on 3 of 4 (3/30/14, 3/31/14 and 4/1/14) days of the survey.</p> <p>The findings included:</p> <p>1. Review of the facility's "Sanitation" policy documented, "... 1. All kitchen areas and dining areas shall be kept clean, free from litter and rubbish... 3. All equipment, food contact surfaces and utensils shall be washed to remove or completely loosen soils by using the manual or mechanical means necessary and sanitized using hot water and/or chemical sanitizing solutions... 9. Manual washing and sanitizing will employ a three step process for washing, rinsing and sanitizing: c. Sanitize with hot water or chemical sanitizing solution... 10. Food preparation equipment and utensils that are manually washed will be allowed</p>	N 765	<p>c. Hand washing sink has been cleaned and sanitized.</p> <p>d. Plates are being stacked and air dried.</p> <p>e. Utility carts have been cleaned of any food particles.</p> <p>f. Microwave has been cleaned</p> <p>g. Cook stove has been cleaned</p> <p>h. Soaking pots and pans are being soaked in proper water coverage</p> <p>i. Ice scoop in the kitchen is being stored in a plastic cover</p> <p>j. Ice scoop bin in Meadows dining room has been cleaned.</p> <p>k. Brewed tea dispenser is covered</p> <p>l. Thermal plates have been cleaned and air dried</p> <p>m. Water pitchers are placed on a barrier on the cart top</p> <p>n. Freezer has been defrosted. Boxes with ice build up have been removed.</p> <p>o. Oven rack has been cleaned</p> <p>p. Pipes have been cleaned of unknown substance</p> <p>2. Current residents have the potential to be affected by this alleged deficiency.</p> <p>3. The dietary staff were re-educated by the NHA on the cleaning protocol and cleaning schedule. The NHA re-educated the dietary staff on appropriate use of hair covers. The NHA re-educated the dietary staff on identifying and inspecting potential ice concerns in the freezer.</p>	5/12/14

Division of Health Care Facilities

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N 765	<p>Continued From page 12 to air dry..."</p> <p>Review of facility's "Food Receiving and Storage" policy documented, "...1. Food services, or other designated staff, will maintain clean food storage areas at all times... 11. Functioning of the refrigeration and food temperatures will be monitored at designated intervals throughout the day by the Food Service Manager..."</p> <p>Review of the facility's "Policy Statement" documented, "...Each employee shall be required to wear hairnets, beard covers, while in the dietary department... 1. Essential function are to cover hair on head and face to limit food contamination... 2. Each employee are expected to follow establish safety procedures when performing food preparation tasks..."</p> <p>2. Observations in the kitchen on 3/30/14 at 9:25 AM, revealed the following:</p> <ul style="list-style-type: none"> a. Pots, pans and utensils stacked and soaking in soapy water in three compartment sink. Some of pans were not completely immersed. b. The hand washing sink was dirty with smudged hand prints around the sink basin and edges. Paper towels were overflowing onto the floor. c. The interior of the microwave had food particles spattered on the bottom, top and sides. d. Brewed tea was in an uncovered dispenser. e. The ice scoop was placed uncovered on top of the ice machine. f. There was a plate of 4 hard boiled eggs and scrambled eggs covered with plastic wrap sitting on top of a stack of plates on top of the steam table undated. g. Wet nesting of 4 thermal plates. h. There was food particles noted one of four observed thermal plates. i. The stove top was dirty with grease and carbon 	N 765	<p>The NHA re-educated the dietary staff on the appropriate storage of the ice scoop and cleaning of the microwave.</p> <p>The NHA/Designee will perform and audit of the kitchen against the cleaning schedule, the freezer, and for appropriate infection control practices randomly x 4 weeks.</p> <p>4. Audit results will be reviewed by the QAPI Committee monthly x 2 months to assess the effectiveness of the plan.</p>	5/12/14
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N 765	<p>Continued From page 13</p> <p>build up.</p> <p>j. The food cart that delivers the meadows hall meals had stains from spills on the lower, inner lip of cart.</p> <p>k. Water pitchers were turned upside down on a utility cart without a barrier between pitchers and cart. The utility cart had spills and food particles on the shelves.</p> <p>l. There was ice build up inside the freezer on the fan unit, ceiling, walls, floor at entrance and plastic entry curtain. Two boxes of omelets had ice buildup that had dripped from the ceiling and run down the sides of the boxes.</p> <p>m. There was aluminum foil stuck to a baking rack in the oven.</p> <p>n. The Dietary Manager (DM) did not have all hair up in hair net while in kitchen.</p> <p>o. Dietary Aide #1 was observed going in and out of kitchen without a beard cover.</p> <p>3. Observations in the kitchen on 3/31/14 at 8:45 AM, revealed the following:</p> <p>a. The hand washing sink was dirty with smudged hand prints around the sink basin and edges.</p> <p>b. The interior of the microwave had food particles spattered on the bottom, top and sides.</p> <p>c. Five thermal plates had food particles on them.</p> <p>d. The food cart with coffee urns on top and coffee cups were turned upside down on second shelf. There was a stain of a cream colored substance.</p> <p>e. Dietary Aide #1 in the kitchen filling coffee urns without a beard cove to cover his mustache.</p> <p>f. The stove top was dirty with grease and carbon build up.</p> <p>g. The DM did not have all hair up in hair net while in the kitchen.</p> <p>During an interview in the kitchen on 3/31/14 at 8:45 AM, the Dietary Aide #2 was asked what</p>	N 765		5/12/14

Division of Health Care Facilities

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N 765	<p>Continued From page 14</p> <p>was on the thermal plates. Dietary aide #2 stated, "It looks like bread crumbs." Dietary Cook #1 was asked why the thermal bottoms were not being used. Dietary Cook #1 stated, "We are running so far behind and they need to be washed."</p> <p>4. Observations in the kitchen on 4/1/14 at 11:45 AM, revealed the pipes running along the wall between the stove and steam table were dusty and unknown green and brown substance was noted on pipes.</p> <p>5. During an interview in the kitchen on 4/1/14 at 9:30 AM, the DM was asked if the pots and pans soaking in the 3 compartment sink were soaking appropriately. The DM shook her head no. The DM was asked if the hand washing sink was clean. The DM stated, "No, enough said." The DM was shown the microwave and asked if it was clean. The DM stated, "No." The DM was asked if it was normal to leave the lid off the tea dispenser after brewing tea. The DM stated, "After brewing tea, the lid is supposed to be replaced." The DM was asked where the ice scoop is stored when it is not used. The DM stated, "In the covered ice bin on the wall by the ice maker." The DM was asked if they reheated eggs. The DM stated, "No." This surveyor told the DM a plate of hard boiled eggs and scrambled eggs was observed sitting on top of a stack of plates on top of the steam table undated. The DM stated, "There is no reason for it [plate of eggs] to be labeled or dated. It [plate of eggs] should be thrown out." The DM was shown the rack of thermal plates and asked if wet nesting was appropriate. The DM stated, "No." The DM proceeded to remove thermal plates and take to wash room. The DM was also asked what the substance was on 2 of the thermal plates. The DM stated, "It looks like food." The DM was asked when the stove was</p>	N 765		5/12/14
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N 765	Continued From page 15 cleaned. The DM stated, "It is cleaned every single day. We knew we were going to get tagged on that." The DM was shown a utility cart with water pitchers on it and asked if the cart was clean. The DM stated, "My cart is not clean and there is no barrier between the pitchers and the shelves." The DM was asked if the ice buildup in the freezer was appropriate. The DM stated, "It's a freezer, there is going to be some ice." The DM was asked when the last time the freezer had been serviced. The DM stated, "I don't know." The DM was shown the pipes and wall beside the stove and the steam table. The DM was asked if that area was clean and the DM stated, "No." and shook her head no.	N 765		5/12/14
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