MSDH - Health Facilities Licensure and Certification

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	02AC	A. BUILDING: _____ B. WING _____	01/30/2025

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MS CARE CENTER OF ALCORN COUNTY, INC-SNF	3701 JOANNE DRIVE CORINTH, MS 38834

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M 000	Initial Comments The State Agency (SA) conducted an annual re-certification survey with one (1) complaint investigation (CI) MS # 27465, at the facility from 1/28/25 through 1/30/25. During the survey, the SA determined the facility was not in compliance with the requirements of the Mississippi Regulations for Minimum Standards for Institutions for the Aged or Infirm. The SA identified non-compliance and cited M 500 for CI MS #27465 related to Abuse and Neglect. The SA also cited M 815 and M 955. The census at the time of the survey was 90 and the facility is licensed for 119 beds.	M 000		
M 815	45.29.1 Safe Food Handling Procedures Safe Food Handling Procedures. Food shall be prepared, held, and served according to current Mississippi State Department of Health Food Code Regulations. This Statute is not met as evidenced by: Level II Widespread Based on observation, staff and resident interviews, record review, and facility policy review, the facility failed to ensure food temperatures were completed and documented adequately for one (1) of three (3) kitchen observations. Findings include: A review of the facility policy titled "Kitchen Thermometers" undated revealed, "A food thermometer should also be used to ensure that cooked food is held at safe temperatures until	M 815	1. Dietary staff was inserviced on 2/8/25 by Certified Dietary Manager on proper completion and documentation of food temperatures prior to serving food to residents. Disciplinary Actions were done for all employees responsible. 2. All residents who consume food by mouth have the potential to be affected. 3. a. Inservices: On 1/29/25 -- A Serve Safe Video with a Practice test was given. Calibrating thermometers with ice water method. 1/30/25 --- Serve Safe Food Preparation and Handling with video and	2/24/25

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M 815	Continued From page 1 served. Cold foods should be held at 40 degrees F (fahrenheit) or below. Hot food should be kept hot at 140 degrees F or above... Temperature Recording Preserves the Food's Quality. If facilities don't keep food at the proper temperature, its quality can quickly deteriorate ..." During the initial tour of the facility with resident interviews on 1/28/25 at 10:10 AM, Resident #28 revealed, "I have received cold chicken soup on more than one occasion. Last week, I requested two bowls of soup; they brought it, but it was cold." During dining room observation on 1/28/25 at 11:50 AM, Resident #28 was overheard telling a staff member that his soup was cold. The soup was returned to the kitchen, and Dietary Worker #1 confirmed the food item was chicken noodle soup. She checked the temperature of the chicken soup and revealed the temperature was a little under 80 degrees, and she wasn't sure what the temperature for the soup was supposed to be. The Dietary Manager checked the soup temperature and revealed it was 80 degrees when it was supposed to be at least 135 degrees. Dietary workers #2 and #3 confirmed the soup temperature was not checked today. In an interview on 1/28/25 at 12:40 PM, Dietary worker #3 revealed she cooked breakfast and lunch meals today and did not check food temperatures for either meal. She revealed that her initials with the temperatures were on the "Prepared Food Record"; however, she had not checked the temperatures or initialed the sheet. She stated, "I think (Dietary worker #1) filled that sheet out." She confirmed she was supposed to check the temperature of the food items on the steam table but just didn't.	M 815	test, Introduction to Food Safety, Safe food preparation and handling by Staff Development Nurse. In-service training included observation of each employee performing the procedure accurately. Corrective action was provided as needed. 2/8/25 --- Dietary staff has been in-serviced by Certified Dietary Manager for checking temperatures and calibration of thermometers, temperature log for maintaining accurate food temperatures. b. Employee Questionaire Related to Recent Survey Corrections is being done for 9 employees per day X1 week, then weekly X1 month to ensure nursing staff knows what to do if resident complains of cold food or water and reported to Quality Assurance by the Director of Nursing. Exhibit #3 4. a. The Quality Assurance Director will perform the Dietary Food Temperature Audit beginning 2/15/25 then twice daily for two weeks, once a day for 6 weeks, then quarterly to ensure food temps are adequately taken. The Quality Assurance Director will bring results to the Quality Assurance Committee monthly. Exhibit #12 b. The Dietary Manager will perform the Room Test Tray Evaluation beginning 2/14/25 once a day for 6 weeks, then weekly for 8 weeks, then quarterly to ensure residents receive their food warm.The Dietary Manager will take results to the Quality Assurance Committee monthly. Exhibit #2 The Quality Assurance Committee will meet 2/21/25 then monthly x 3 months to review findings and make recommendations and	

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M 815	Continued From page 2 A record review and observation on 01/28/25 at 12:30 PM revealed a document titled "Prepared Food Temperature Record" dated January 2025 revealed that all food temperatures were documented for all three meals for the 28th of January with staff member initials under the date of the 28th. In an interview on 1/28/25 at 12:45 PM, the Dietary Manager confirmed the temperatures on the "Prepared Food Temperature Record" were already documented for today despite the temperatures not being taken. She revealed that the temperature record was already filled out for the upcoming dinner meal, which hadn't even happened yet. She stated, "I don't watch my dietary workers take the food temperatures; I trust them to do their jobs correctly, and the way it looks, they are not doing what they should have been." She revealed that it is very important that temperature checks are done for each food item that is put on that steam table and served to the residents. She revealed that a resident could get a foodborne illness by not ensuring all food temperatures are within the normal range. She revealed this is just not acceptable and the dietary workers should ensure the food temps are being done. She confirmed the soup was cold and that, according to her staff admission, they had not checked the temperature of the soup before sending it out to the resident. In an interview on 1/28/25 at 1:00 PM, Dietary worker #1 confirmed that she had recorded the temperatures but did not check any food items for breakfast or lunch and had already documented the temperatures for the dinner meal for that evening on the log. She confirmed that what she did was false documenting. She stated, "I filled	M 815	changes as needed to ensure continued compliance.	

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M 815	Continued From page 3 out the sheet because if I didn't do it, it wouldn't get done. During an interview on 1/29/25 at 2:07 PM, the Administrator revealed he felt the food quality was improving and had not heard any complaints about the food being cold. He revealed it is of the utmost importance that the temperature of the food is checked before serving it to our residents, which ensures good quality of the food being served and ensures no potential food-borne illness. He revealed he was unaware that the dietary staff did not check the food temperatures yesterday, which is unacceptable. A record review of Resident #28's Admission Record revealed the resident was admitted to the facility on 03/29/2024. Record review of the Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 12/14/2024 revealed Resident #28 had a Brief Interview for Mental Status (BIMS) score of 15, which indicated the resident is cognitively intact.	M 815		
M 955	45.33.1 Water Supply Water Supply. 1. If at all possible, all water shall be obtained from a public water supply. If not possible to obtain water from a public water supply source, the private water supply shall meet the approval of the local county health department and/or the Mississippi State Department of Health. 2. Water under pressure sufficient to operate fixtures at the highest point during maximum demand periods shall be provided. Water under	M 955		2/24/25

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M 955	Continued From page 4 pressure of at least fifteen (15) pounds per square inch shall be piped to all sinks, toilets, lavatories, tubs, showers, and other fixtures requiring water. 3. It is recommended that the water supply into the facility can be obtained from two (2) separate water lines if possible. 4. A dual hot water supply shall be provided. The temperature of hot water to lavatories and bathing facilities shall not exceed one hundred fifteen (115) degrees Fahrenheit, nor shall hot water be less than one hundred (100) degrees Fahrenheit. 5. Each facility shall have a written agreement for an alternate source of potable water in the event of a disruption of the normal water supply. This Statute is not met as evidenced by: Level II Pattern Based on observation, resident and staff interviews, record review, and facility policy review, the facility failed to ensure a home-like environment, as evidenced by cold water temperatures in the 300-hall shower room for one (1) of two (2) shower rooms observed. Findings include: Review of the facility policy titled, "Resident Rights" undated revealed, "Facility will treat each resident with respect and dignity and care for each resident in a manner and in an environment that promotes maintenance or enhancement of their quality of life..." During an interview on 1/28/25 at 10:15 AM,	M 955	1. The 300 hall shower was temporarily repaired on 1/30/25 by Maintenance Supervisor. Permanent repair was done on 2/14/25 by plumbing contractor. Water temperature is now between 100-115 degrees. 2. All residents who receive a shower have the potential to be affected by this practice. 3. a. All shower water temperature will be taken and documented on Shower Temp Log beginning 2/15/25 prior to every shower by the Nurse Aides, and bath will be given in an alternate method if the temperature is not between 100-115 degrees. Staff will report any shower temp problems to the Maintenance Supervisor	

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M 955	Continued From page 5 Resident #28 revealed that the shower room on the 300 hall where we take our showers is often without hot water. He revealed that it was a big problem last week, and when my aide brought me back to my room after the cold shower, I saw the Administrator in the hallway and told him about the issue. An interview on 1/29/25 at 9:50 AM, Certified Nurse Aide (CNA) #1 revealed she has had several residents complain of the water being cold in the 300-hall shower room. She revealed last week that she took Resident #28 to the 300-hall shower room for his shower, turned the water on, and waited for about a minute; it got a little warm but not warm enough for a shower. She stated, "I kept apologizing to (Resident #28), I felt so bad for him. When I was taking (Resident #28) back to his room, we saw the Administrator in the hallway, and (Resident #28) told him about the water being cold." She revealed that she had reported the issue to the unit manager before, and maintenance would test the water in the shower room, and they would say that it was ok. She revealed that the water still does not get warm enough. During an interview on 1/29/25 at 9:55 AM, CNA #2 revealed that multiple residents complained of the cold water in the 300-hall shower room. She revealed that she had not reported it to anyone because maintenance was already aware of the issue. In an interview on 1/29/25 at 11:10 AM, Resident #28 revealed he got a bed bath today. He also revealed that CNA #1 was assigned to him today and she told him that the water was cold in the shower and "that it would be better for me to have a bed bath, so I did that."	M 955	immediately. Quality Assurance Nurse will report to Quality Assurance Committee. Exhibit #5 b. In-services was done on 2/11/25 for staff by Staff Development Nurse to require water temps to be checked prior to administering a shower and bed baths and document using the Shower Temp Log. Director of Nursing will report to Quality Assurance committee monthly. Exhibit #5 c. Employee Questionaire Related to Recent Survey Corrections beginning 2/14/25 is being done for 9 employees per day for one week, then weekly X1 month to ensure nursing staff knows what to do is a resident complains of cold food or water. Results will be reported to the Quality Assurance Committee by Director of Nursing. Exhibit #3 4. The Maintenance Supervisor will conduct once a day beginning 2/14/25 for 2 weeks, weekly X2, then monthly inspections of the water temps on 300 hall shower using Daily Water Temperature Log and taken to QA Committee. Exhibit #4 Results of the water temp checks will be taken to the Quality Assessment and Assurance Committee on 2/21/25, then monthly x3 Months for review. Changes will be made as needed to ensure continued compliance.	

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M 955	Continued From page 6 During an interview on 1/29/25 at 11:20 AM, CNA #3 revealed that residents have been complaining of the 300-hall shower room water being cold, and she revealed that she had reported it to maintenance in the past. In an interview on 1/29/25 at 11:30 AM, Maintenance worker #1 revealed that he is aware of complaints about the cold water in the shower room on 300 Hall. He revealed that he checked the water this morning, which was 105 degrees. During an interview and observation on 1/29/25 at 11:45 AM, Maintenance worker #2 revealed he checks the water temperatures two times daily and does it at random rooms. The water temperature is always running between 105-110. He revealed that he didn't understand how the water temperature in the 300-hall shower room was running colder. Maintenance worker #2 offered to check the water temperature in the shower room and stated, "We can check it in the shower room sink since they are on the same water line." The State Agent (SA) encouraged the Maintenance worker to check the water from the middle shower stall, where the staff gave the residents their showers instead. Maintenance worker #1 tested the water temperature with a digital thermometer and after two minutes of running the water, an observation of the digital thermometer temperature gauge revealed that the water temperature was 88 degrees. Maintenance workers #1 and #2 confirmed the water was too cold for a shower and revealed they needed to fix this. An observation of the water temperature in the shower room sink revealed the hot water temperature at 106 degrees. Maintenance workers #1 and #2 revealed they always checked the sink in the	M 955		

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M 955	Continued From page 7 300-shower room and didn't check the water from the shower faucet because they felt like the water in the sink gave a more accurate reading, which was always around 105 degrees. During an interview on 1/29/25 at 2:00 PM, the Administrator revealed he wasn't aware of an issue with the cold water until his maintenance department notified him today. He revealed he did recall talking with Resident #28 last week in the hallway but did not recall the context of his conversation. He confirmed that there was obviously a problem with the valves in that shower stall. He confirmed this is the resident's home, and we were not promoting a homelike environment by not ensuring the residents get a warm shower. A record review of Resident #28's Admission Record revealed the resident was admitted to the facility on 03/29/2024. Record review of the Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 12/14/24 revealed Resident #28 had a Brief Interview for Mental Status (BIMS) score of 15, which indicated the resident is cognitively intact.	M 955		