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
	30SR	A. BUILDING: _____ B. WING _____	C 01/15/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SUNPLEX SUB-ACUTE CENTER	6520 SUNSCOPE DRIVE OCEAN SPRINGS, MS 39564

(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
M 000	Initial Comments The State Agency (SA) conducted a complaint survey, MS #16534, on 01/14/20 to 01/15/20. During the survey, the SA determined the facility was not in compliance with State Licensure Regulations for the Aged or Infirm, and cited State Statutes at M955. The census at the time of survey was 55, and the facility held a license for 73 beds.	M 000		
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 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.	M 955		2/10/20

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M 955	Continued From page 1 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 Based on observation, interviews, record review, and facility policy review, the facility failed to maintain equipment to provide adequate hot water temperatures for residents to receive baths for six (6) days, from 01/09/20 through 01/14/20. This deficient practice had the potential to affect 55 of 55 residents residing in the facility. Findings include: A review of the facility's document titled, "Weekly Water Temperature Checklist-Notes", undated, revealed: "Resident room temperatures should be no less than 100 degrees and no more than 115 degrees." A review of the facility's "Bath, Shower/Tub" policy, dated 08/25/2014, revealed: The purpose was to promote cleanliness, provide comfort to the resident and to observe the condition of the resident's skin. Guidelines included to be sure that the bath area is at a comfortable temperature for the resident. A review of the facility's log titled "Weekly Water Temperature Check" revealed the last documented water temperature check was performed on 01/06/20. There was no documentation of water temperature checks from 01/07/20 to 01/14/20. During an observation and interview, on 01/14/20	M 955	This plan of Correction does not constitute an admission or agreement by Sunplex Subacute Center, of the truth of facts alleged or Conclusion set forth in this Statement of Deficiencies. This Plan of Correction has been respectfully developed solely because it is required by State and Federal Law. 1. On 1/15/20 The Maintenance Director and Regional Maintenance Supervisor replaced two check valves and installed a heated water storage tank. The water was checked and the temperatures recorded on 1/15/20 were the following: Shower #1 had 104 degrees, Shower #2 had 104 degrees, Room 129 had 106 degrees, Shower #3 had 102 degrees and Room 230 had 104 degrees. Residents affected were offered baths. 2. The facility recognizes that all residents could have been affected by this deficient practice. The Maintenance Director established a Maintenance Request log on 2/4/20 to document maintenance Issues. This will be located on the East and West wing nursing Stations. The Maintenance Director in-serviced staff on 2/4/20 about the Maintenance Request Log and the Maintenance Request Log location. 3. The Nursing Home Administrator in-serviced the Maintenance	

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M 955	Continued From page 2 at 1:20 PM, the Maintenance Director (MD) performed water temperature checks, using a calibrated thermometer, in the following rooms: Room 129 - sink faucet temperature of 92 degrees; Room 230 - sink faucet temperature of 94 degrees; Shower Room #1, located on the left side of the 100 hall - had a water temperature of 92 degrees at the shower head; Shower Room #2, located on the right side of the 200 hall - had a water temperature of 88 degrees at the shower head; Shower Room #3, located on the 200 hall, had a water temperature of 82 degrees at the shower head. All temperatures were noted to be below 100 degrees. The MD stated the facility lost hot water on Friday, 01/10/20. The MD revealed the water heaters were working fine, but the circulating part was not working. The MD stated he put two circulating pumps on as of today, and as of today it was fixed. Review of a handwritten document dated and signed by the Maintenance Director (MD) on 01/14/20, the MD documented on 01/09/20, he spoke with the Regional Maintenance Supervisor about the hot water heaters not coming on, and he needed to change the circulating pump. The MD also documented, he would "tell staff to run hot water to get it hot." On 01/10/20, the MD documented the new circulating pump did not change anything, was still having the same problem, and he would study on it. The MD documented again he was going to tell the staff to run the hot water, to get it hot, before using the water. The MD further documented, he spoke to (Name of Administrator) and informed her of the situation and of his plan to run the hot water faucets at both nurses' stations to keep the water hot. On 01/12/20, the MD documented he came to the facility and the water was cold at both the nurses' station, and the hot water was turned off.	M 955	Director on the following: conducting water temperature testing on 2/3/20, to record temperatures weekly to ensure water temperature compliance on 2/3/20 and the implementing Maintenance Request Log on 2/3/20. All staff were in-serviced by the Nursing Home Administrator to report issues to their Supervisor or to the Administrator on 1/28/20. 4. The Maintenance Director will conduct water temperature testing and document findings two times weekly for 12 weeks in the water temperature log beginning on 1/15/20. The Maintenance Director will review the Maintenance Request Log Daily and will acknowledge the review with an abbreviated signature beginning on 2/4/20. The Nursing Home Administrator will audit the Water Temperature Log beginning on 1/17/20 and Maintenance Request Log beginning on 2/6/20 bi-weekly for 12 weeks to ensure water temperature compliance and ensure Maintenance requests are acknowledged and completed. The Nursing Home Administrator will bring the results of the audits to the Monthly Quality Assurance Performance Improvement Committee meetings for two months for review, revision and/or Resolution of the plan.	

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On 01/13/20, the Maintenance Director documented he received permission from the Corporate Office to get a quote for materials needed to fix the problem.

A review of an (Name of Supply Company) invoice, dated 01/10/20, provided by the facility, revealed the purchase of a circulation pump. Another invoice from (Name of Supply Company), dated 01/13/20, revealed the purchase of an adapter and flange set for the circulation pump.

During an interview, on 01/14/20 at 2:10 PM, the Maintenance Director (MD) stated he checked the water temperatures every Monday. The MD stated the last time he checked the temperatures and recorded them was on 01/06/20. The MD revealed since the facility had been having hot water issues, he had checked the water temperatures, but did not record them on the temperature log. The MD stated someone had told him there was no hot water on the halls on 01/09/20. The MD revealed there was never a written notification from anyone about the water being cold; it was all word of mouth.

On 01/14/20 at 2:59 PM, during an interview, Registered Nurse (RN) #2 stated the last time she knew the facility had hot water was on 01/07/20 (Tuesday). RN #2 stated the hot water started acting up on 01/08/20 (Wednesday). She revealed the water was warm, then not warm, and then cold.

During an interview, on 01/14/20 at 3:05 PM, Certified Nursing Assistant (CNA) #7 stated she had been off and returned to work on 01/09/20. CNA #7 stated she was aware of there being no hot water in the building. CNA #7 revealed the last day she could remember having hot water to

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M 955	Continued From page 4 bathe her residents was on 01/04/20. During an interview, on 01/14/20 at 3:09 PM, CNA #8 stated she was aware of the water not being hot in the facility. CNA #8 stated the water was barely warm on 01/10/20. CNA #8 revealed when she returned to work on 01/12/20, the water was not warm at all. During an interview, on 01/15/20 at 8:55 AM, the Dietary Manager (DM) stated she had no knowledge of the facility not having hot water. The DM stated they never lost hot water in the kitchen at any time. On 01/15/20 at 2:30 PM, during an interview, with the facility's Regional Maintenance Supervisor, he stated they (he and the Maintenance Director) replaced two check valves and installed a heated storage water tank. A review of an invoice from (Name of Home Supply Franchise), dated 01/15/20, revealed the facility purchased an electric water heater.	M 955		