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
	54BM	A. BUILDING: _____ B. WING _____	07/28/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
DIVERSICARE OF BATESVILLE	154 WOODLAND ROAD BATESVILLE, MS 38606

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M 000	Initial Comments The State Agency conducted an annual recertification survey along with a complaint, CI MS# 18811, from 7/25/22 to 7/28/22. During the survey, the SA determined that the facility was not in compliance with the Minimum Standard of Operation for Institutions for the Aged or Infirm state licensure requirements and cited M935 and M980 during the survey. At the time of survey the census was 87 and the facility is licensed for 130 beds.	M 000		
M 935 SS=F	45.32.2 Kitchen Kitchen. 1. Size and Dimensions. The minimum area of kitchen (food preparation only) for less than twenty-five (25) beds shall be a minimum area of two hundred (200) square feet. In facilities with twenty five (25) beds to sixty (60) beds, a minimum of ten (10) square feet per bed shall be provided. In facilities with sixty-one (61) to eighty (80) beds, a minimum of six (6) square feet per bed shall be provided for each bed over sixty (60) in the home. In facilities with eighty-one (81) to one hundred (100) beds, a minimum of five (5) square feet per bed shall be provided for each bed over eighty (80). In facilities with more than one hundred (100) beds proportionate space approved by the licensing agency shall be provided. Also, the kitchen shall be of such size and dimensions in order to: a. Permit orderly and sanitary handling and processing of food. b. Avoid overcrowding and congestion of operations.	M 935		8/31/22

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M 935	Continued From page 1 c. Provide at least three (3) feet between working areas and wider if space is used as a passageway. d. Provide a ceiling height of at least eight (8) feet. 2. Equipment. Minimum equipment in kitchen shall include: a. Range and cooking equipment. Facilities with more than twenty-four (24) beds shall have institutional type ranges, ovens, steam cookers, fryers, etc., in appropriate sizes and number to meet the food preparation needs of the facility. The cooking equipment shall be equipped with a hood vented to the outside as appropriate. b. Refrigerator and Freezers. Facilities with more than twenty-four (24) beds shall have sufficient commercial or institutional type refrigeration/freezer units to meet the storage needs of the facility. c. Bulletin Board. d. Clock. e. Cook's table. f. Counter or table for tray set-up. g. Cans garbage (heavy plastic or galvanized). h. Lavatories, hand washing; conveniently located throughout the department. i. Pots, pans, silverware, dishes, and glassware in	M 935		

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M 935	Continued From page 2 sufficient numbers with storage space for each. j. Pot and Pan Sink. A three compartment sink shall be provided for cleaning pots and pans. Each compartment shall be a minimum of twenty-four (24) inches by twenty (24) inches by sixteen (16) inches. A drain board of approximately thirty (30) inches shall be provided at each end of the sink, one to be used for stacking soiled utensils and the other for draining clean utensils. k. Food Preparation Sink. A double compartment food preparation sink shall provide for washing vegetables and other foods. A drain board shall be provided at each end of the sink. l. Ice Machine. At least one ice machine shall be provided. If there is only one (1) ice machine in the facility it shall be located adjacent to but not in the kitchen. If there is an ice machine located at nursing station, then ice machine for dietary shall be located in the kitchen. m. Office. An office shall be provided near the kitchen for the use of the food service supervisor. As a minimum, the space provided shall be adequate for a desk, two chairs and a filing cabinet. n. Coffee Tea and Milk Dispenser. (Milk dispenser not required if milk is served in individual cartons). o. Tray assembly line equipment with tables, hot food tables, tray slide, etc. p. Ice Cream Storage.	M 935		

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M 935	Continued From page 3 q. Mixer. Institutional type mixer of appropriate size for facility. r. Food Processor. This Statute is not met as evidenced by: Based on observation, staff interview and facility policy review, the facility failed to maintain clean and sanitary kitchen appliances, as evidenced by buildup in icemaker and oven, for 1 of 2 kitchen tours. Findings include An observation, during the initial tour of the dietary department on 7/25/22 at 10:30 AM, revealed the two (2) ovens under the range had a heavy buildup of thick black substance on the floor of the ovens and also in the convection oven. The racks and oven doors had light brown and black build-up on the walls and doors. The ice machine in the dietary department had a thin film of gray build-up with raised particles over the inside of the door . The Dietary Manager (DM) stated she thought it was condensation but, after she wiped the inside of the door, she confirmed it was not condensation. She stated that the buildup and particles could contaminate the ice. An observation in the presence of the DM on 7/26/22 at 11:00 AM revealed dietary staff # 2 got ice from the machine and left the top to the ice machine open and walked to another part of the kitchen. An interview, on 7/26/22 at 11:05 AM with the DM, revealed that the staff should close the ice machine when it is not in use to prevent contamination of the ice. The DM, revealed the cleaning schedule posted on the side of the ice	M 935	1. The two ovens were cleaned as soon as the ovens were cooled off on July 25, 2022. The icemaker door was closed and employee was in-service to close door when finished getting the ice on July 25, 2022. Dietary Manager immediately cleaned the outside of the ice maker on July 25, 2022.The Maintenance Supervisor was sent a work order to clean the ice maker on July 27, 2022. The ice maker was cleaned by the Maintenance Supervisor on July 29, 2022. 2. All Residents could be affected. 3.Dietary Manager in-service Dietary staff beginning July 25, 2022 on how to properly clean the oven and the importance of making sure that if anything is spilled in the oven when cooking then it needs to cleaned up as soon as they are finish using the oven. Dietary Staff was also in-service by Dietary Manager on keeping the door of the icemaker closed when not in use beginning July 26, 2022. Administrator in-service Maintenance Supervisor on cleaning the icemaker on a quarterly basis and or as needed July 27, 2022. 4. Dietary Manager will do daily checks for four weeks to ensure oven is cleaned and ice maker door is closed after each use beginning July 26, 2022. Dietary Manager	

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M 935	Continued From page 4 machine was incomplete. She confirmed the schedule was not completed as it should be. She confirmed the cleaning scheduled was last signed as cleaned in January 2022. She stated that the checks made in the November slots were marked wrong and were for March. She confirmed the completed by area was blank and the cleaning schedule for the ovens was incomplete for the month of July. An interview, on 7/26/22 at 3:15 PM with the maintenance supervisor revealed that he thought the ice machine was supposed to be cleaned every three (3) months. He stated that he started working at the facility in May of this year. He confirmed that he had not cleaned the ice machine since he started here. He stated that the ice machine lid was not supposed to be left up because of contamination. An interview, on 7/26/22 at 3:30 PM with dietary Staff # 2 confirmed that she should not leave the ice machine lid up when she finishes getting ice. She stated that she does not normally leave it up but, she guessed she was moving too fast. She stated that not closing the ice machine could allow anything to fall in it. An interview, on 7/26/22 at 3:40 PM with the administrator (ADM), revealed the buildup inside the ice machine lid and leaving the lid open could cause an infection control problem or cross contamination. She stated that the buildup in the ovens could also cause contamination or a potential for a fire. Record review of the Ice Machine Cleaning Schedule 2022 revealed for the month of January the ice was removed, machine was cleaned and	M 935	will report findings to Quality Assurance monthly for two months beginning August 2022. Any variance to system process will be corrected immediately.	

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M 935	Continued From page 5 sanitized, and a signature was in place for completed by. November had check under ice removed, cleaned, and sanitized but, no signature. All other months on the schedule were blank. Record review of the daily cleaning schedule for the kitchen equipment revealed an X marked for every day of the first week of July and Sunday through Tuesday of the second week. There was no documentation of daily cleaning for the remainder of week 2, week 3 or 4. The weekly cleaning schedule for the stove and convection oven revealed an X in every day of week 1 for July and Sunday through Tuesday of the second week. There was no other X"s for the remainder of week 2 nor for week 3 or 4.	M 935		
M 980 SS=F	45.33.6 Garbage Disposal Garbage Disposal. 1. Garbage must be kept in water-tight suitable containers with tight fitting covers. Garbage containers must be emptied at frequent intervals and cleaned before using again. 2. Proper disposition of infectious materials shall be observed. This Statute is not met as evidenced by: Based on observations, staff and waste removal company interviews, record reviews, and policy reviews, the facility failed to provide a sanitary environment as evidenced by 2 overflowing garbage dumpsters that was visible on entry to the facility parking lot for 2 of 2 garbage dumpsters observed.	M 980	1.Team members of Diversicare of Batesville cleaned the overflow of the dumpsters on July 27, 2022. Waste Company sent a truck to pick up garbage on July 27, 2022 2. All Residents could be affected.	8/31/22

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M 980	Continued From page 6 Findings Include. Review of the facility policy titled "Waste Control" with a revision date of 08-01-2012 revealed under "Policy...It is the policy of this facility to store garbage and trash in a sanitary manner until disposed of properly for infection control". This review revealed under "Procedure # 3...Trash should be discarded in the dumpster frequently and at least at the end of each shift. The dumpster must be kept closed at all times when not in use, # 4...The dumpster should be emptied per facility contract with the waste removal company". An observation on 7/25/22 at 10:15 AM revealed two garbage dumpsters outside of the facility near the B wing that were overflowing with garbage so that the dumpster doors could not close, garbage bags piled up at the base of both garbage dumpsters and trailed off approximately 100 feet on the ground. This observation revealed that the garbage dumpsters could be seen in the parking lot when you drive up to the facility. This observation revealed there were bags of garbage on the ground that had been torn open with articles of garbage scattered on the parking lot and the grass area. This observation revealed that the articles of garbage that were scattered on the parking lot and the grass area included food storage items, such as individual milk cartons, dipping sauce bowls, napkins, Styrofoam cups, plastic bowls, drink cans and staff gloves. An observation on 7/26/22 at 09:30 AM revealed no change in the two overflowing garbage dumpsters outside of the facility near the B wing.	M 980	3.Maintenance Supervisor was in-service by Administrator to make sure there is no overflow of the dumpsters on July 27, 2022. 4.Maintenace Supervisor and Administrator will make rounds on the grounds three times a week for four weeks to ensure grounds are free of garbage beginning July 27, 2022. Findings will be reported to Quality Assurance monthly for two months beginning in August 2022. Any variance to system process will be corrected immediately.	

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M 980	Continued From page 7 An observation on 7/26/22 at 3:20 PM revealed two garbage trucks picking up the two dumpsters and staff bagging and sweeping up garbage off of the ground. An interview on 7/26/22 at 8:40 AM with Clinical Director revealed the garbage dumpsters being full and overflowing on the ground was nasty. An interview on 7/26/22 at 09:45 AM with the Administrator confirmed the garbage needed to be picked up and she had been trying to get someone to come get it since last Thursday. She revealed the waste removal company the facility has a contract with were supposed to pick up last Friday. She revealed she had called them again this morning and they were supposed to be here today. She revealed she does not know why they have not picked up the garbage. An interview on 7/26/22 at 10:18 AM with the Housekeeping Director revealed she noticed last Wednesday that the garbage had not been picked up and she made the Administrator aware. She revealed she recalls this happening around this time last year and she believes it may be a bill payment issue. She revealed she thinks the waste removal company would not pick up because there was garbage on the ground and the facility is going to pay extra to have it removed. An interview on 7/26/22 at 11:00 AM with the Maintenance Director revealed it is everyone's responsibility to make sure the garbage is not laying on the ground by the dumpster. He confirmed that the dumpsters were overflowing so there was nowhere else to put the garbage and that everyone kept thinking they were coming to pick it up. He agreed that animals probably did	M 980		

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M 980	Continued From page 8	M 980		

get in the garbage laying on the ground. He revealed that coons are bad out here and I use to have to catch them in traps.

An interview and observation on 7/26/22 at 2:15 PM with the Administrator confirmed the garbage dumpsters were heartbreaking and they are supposed to be here today to pick up She revealed they normally pick up weekly and they told her they could not pick up because there was garbage on the ground. She confirmed that some of the garbage bags appeared animals had been in. She stated, "It is just like when you put garbage out at home, animals will get in it". She agreed that excess garbage in the dumpsters could lead to bugs and pest for the facility.

An interview on 7/26/22 at 3:15 PM with the Administrator revealed the city agreed to come pick up the garbage today and she is not sure why the waste removal company has not come to pick up.

A phone interview on 7/27/22 at 09:30 AM with the waste removal company employee #1 Commercial Agent revealed the facility was cut off due to non-payment. She revealed that they came Monday 7/25/22 but was unable to pick up.

A phone interview on 7/27/22 at 09:40 AM with waste removal company employee #2 Team Leader revealed the facilities last pick up was 7/15/22, but she could not reveal why the facility was "cut off" for pick up since I was not listed on the account. She revealed she nor any of their employees are unable to give their last name or employee number due to company policy.

An interview on 7/27/22 at 10:00 AM with the Administrator confirmed the garbage had not

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M 980	Continued From page 9 been picked up since 7/15/22 due to non-payment. She revealed the garbage company did not pick up Monday 7-18-22 or Wednesday 7-20-22 so she called the company on Thursday 7-21-22 and discovered it was due to non-payment. She revealed that on Friday 7-22-22 she emailed her Corporate person that pays the bill, and it is her understanding that it was paid. Review of email communication regarding unpaid waste removal invoice revealed an email thread between the Administrator and the Corporate person that handles the invoice for the waste removal company. An attempted phone interview to the person that handles the invoice for the waste removal company revealed no answer with a voice mail left to return my call. A review of an email thread received regarding the unpaid waste removal invoice revealed the invoice was "missed". Review revealed the facility has a contract with a waste removal company to pick up the garbage three times a week.	M 980		