STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	255139	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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F 000	INITIAL COMMENTS The State Agency (SA) 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 requirements for participation in Medicare and Medicaid. SA did site the deficiences, F812 and F921, for the annual survey. The SA unsubstantiated the complaint CI MS # 18811. At the time of survey the census was 87 and the facility is licensed for 130 beds.	F 000		
F 812 SS=F	Food Procurement,Store/Prepare/Serve-Sanitary CFR(s): 483.60(i)(1)(2) §483.60(i) Food safety requirements. The facility must - §483.60(i)(1) - Procure food from sources approved or considered satisfactory by federal, state or local authorities. (i) This may include food items obtained directly from local producers, subject to applicable State and local laws or regulations. (ii) This provision does not prohibit or prevent facilities from using produce grown in facility gardens, subject to compliance with applicable safe growing and food-handling practices. (iii) This provision does not preclude residents from consuming foods not procured by the facility. §483.60(i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety. This REQUIREMENT is not met as evidenced by: Based on observation, staff interview and facility	F 812	1. The two ovens were cleaned as soon	8/31/22

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

Electronically Signed | 08/12/2022

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F 812	Continued From page 1 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 A review of the facility equipment policy statement, dated 5/2014 and revised 9/2017, revealed all food service equipment will be clean, sanitary, and in proper working order. Procedure #4 revealed all non-food contact equipment will be clean and free of debris. A review of the facility Ice policy statement dated 5/2014 and revised 9/2017, revealed ice will be prepared and distributed in a safe and sanitary manner. Procedure #4 revealed ice bins will be cleaned monthly and as needed. 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 #1 got ice from the machine and left the top to the ice machine open and walked to another part of the	F 812	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 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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F 812	Continued From page 2	F 812		

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 machine was incomplete. She confirmed the schedule was not completed as it should be. She confirmed the cleaning schedule 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. The DM confirmed that on the cleaning schedule the line to mark when completed 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 # 1 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

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F 812	Continued From page 3 cause an infection control problem or cross contamination. She stated that the buildup in the ovens could also cause contamination or a potential fire. Record review of the Ice Machine Cleaning Schedule 2022 revealed for the month of January the ice was removed, machine was cleaned and 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.	F 812		
F 921 SS=F	Safe/Functional/Sanitary/Comfortable Environ CFR(s): 483.90(i) §483.90(i) Other Environmental Conditions The facility must provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public. This REQUIREMENT 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	F 921	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	8/31/22

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F 921	Continued From page 4 garbage dumpsters that was visible on entry to the facility parking lot for 2 of 2 garbage dumpsters observed. 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.	F 921	on July 27, 2022 2. All Residents could be affected. 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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F 921	Continued From page 5 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. 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 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 get in the garbage laying on the ground. He	F 921		

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F 921	Continued From page 6	F 921		

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 able 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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F 921	Continued From page 7	F 921		

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.