STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	355077	A. BUILDING _____ B. WING _____	C 08/15/2011

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SHEYENNE CARE CENTER	979 CENTRAL AVE N VALLEY CITY, ND 58072

(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) COMPLETION DATE
F 000	INITIAL COMMENTS For the complaint survey started and completed on 08/15/2011, the sample included eleven (11) residents for interview and four (4) resident representatives for interview.	F 000		
F 166 SS=B	483.10(f)(2) RIGHT TO PROMPT EFFORTS TO RESOLVE GRIEVANCES A resident has the right to prompt efforts by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents. This REQUIREMENT is not met as evidenced by: Based on record review, review of information from the complainant, review of weather conditions, resident interview, staff interview and resident representative interview, the facility failed to resolve grievances for 1 of 11 sampled residents (Resident #2) and 1 of 3 resident representatives (#2) regarding uncomfortably high room temperatures on 1 of 3 floors in the facility. Findings include: Information received by the Division of Health Facilities from the complainant identified concerns regarding hot, humid temperatures in resident rooms and hallways on the third floor of the facility on July 19, 2011. The complainant identified their family member had cardiac and respiratory problems and was short of breath due to the extreme heat. The complainant identified the same conditions had occurred in a previous summer during another period of hot weather.	F 166	**F-166 Right to Prompt Efforts To Resolve Grievances** 1.The resident associated with the complainant did receive a window air conditioner. Family member discussed the heat with the Administrator on July 19th, 2011, within 2.5 hours of this discussion; a/c unit was in place in the residents' room. Resident #2 was interviewed on 9/7/11 and informed staff that he has a personal window air conditioner at his brothers' residence but has never requested it to be installed nor did he ask for alternative air conditioner unit from the facility. Resident #2 was offered alternative unit at this time and has declined. 2. All Grievances will be addressed following the Grievance policy. Grievance form will be completed. Staff will monitor resident's wellbeing during increased temperatures. Staff will identify residents with respiratory issues upon beginning of summer and	

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

Craig Thompson — CEO — 9-12-11

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 166	Continued From page 1 The complainant was told the facility's air conditioner "could not keep up" with the high temperatures. Review of temperatures for Valley City, ND (www.weather.com) for July, 2011 identified the following temperatures: July 15: Hi - 88 degrees Fahrenheit (F) July 16: Hi - 90 degrees F July 17: Hi - 89 degrees F July 18: Hi - 83 degrees F July 19: Hi - 94 degrees F July 20: Hi - 87 degrees F For 24 out of 31 days in July the temperature was 80 degrees F or higher, and for 9 of those days, the temperature was greater than 85 degrees F. The above temperatures do not take into account humidity, which when calculated with temperature results in the heat index. During interview at 3:20 p.m. on 08/15/11, Resident #2 stated he "couldn't sleep for four days" during a period of hot weather in July because he was so uncomfortable. Resident #2 described the extreme heat as "horrid" and said "it had to be at least 90 degrees [F] in my room." He had a fan in his room that he had brought from home, and a friend brought another fan in for him. Resident #2 stated the facility brought in fans for the hallways. He stated he was still uncomfortable with the extreme heat and humidity and talked to administrative staff regarding his concerns. Resident #2 stated the facility installed window air conditioners in at least two other rooms on the third floor during the time when it was so hot and humid, but facility staff did not talk to him about	F 166	discuss with resident/resident representative the need for alternative cooling. If they feel a need is there for window air conditioner they will be responsible to purchase or provide cooling unit. Facility will install. 3. Grievance policy updated. (See Attached policy) Education will be provided to all staff on September 13th and 20th, 2011. 4. All grievance forms will be routed to Director of Social Services, Nursing Service Administrator, and Administrator. Q/A to check room temperatures will be done quarterly and PRN during extreme temperature changes by Environmental Services. See Attached QA form. 5. Date of Completion will be	9/20/11

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F 166	Continued From page 2	F 166		

the possibility of getting a window air conditioner or implement any other options besides the fans. Resident #2 stated he is usually warm, but during the hot spell it was especially warm and uncomfortable in his room, and stated, "I think there was more they could have done."

Observation of Resident #2's private room showed an oxygen concentrator, a BiPAP (bilevel positive airway pressure) machine (a mechanical breathing apparatus that helps people get more air into their lungs), and a small refrigerator. The temperature of Resident #2's room (with an independent ambient air room thermometer) measured 77 degrees F and 50% humidity.

Review of Resident #2's medical record occurred on 08/14/11. Medical diagnoses included lymphedema, congestive heart failure, chronic airway obstruction, sleep apnea, obesity, and hypersomnia. The record identified Resident #2 uses oxygen at night with a BiPAP machine.

- During a random interview on 08/15/11 at 3:25 p.m. with a visitor (#1) of Resident #2, the visitor stated the temperature in the rooms and in the halls on the third floor was extremely hot in July and he/she felt it "could be life-threatening to people." The visitor stated temperatures on the first floor of the building were very cool and comfortable during that time, but were very hot and very uncomfortable on the third floor. The visitor stated "I felt sorry for the residents and the workers."

- During interview on 08/15/11 at 3:20 p.m., Resident #7 stated the facility put an air-conditioner in his/her room approximately a

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F 166	Continued From page 3 month ago when it was really hot outside. Resident #7 stated he/she now is "comfortable" with the air-conditioner on when he/she needs it. - During interview, at 3:55 p.m. on 08/15/11, Resident #4 stated her room was "very hot" when the temperature outside was hot and humid in July. Resident #4 stated her breathing was "worse" during the period of high humidity and temperatures. Observation showed Resident #4 wearing oxygen per nasal cannula. The resident stated the facility installed an air conditioner in her room-mate's window "because she had breathing problems." Resident #4 stated she has a fan in her room and also benefits when her room-mate's air conditioner is on. - An interview with an administrative staff member (#1) and an environmental staff member (#2) occurred at 4:30 p.m. on 08/15/11. The administrative staff member (#1) stated the goal is to keep temperatures in the rooms around 75-78 degrees F. The facility provided and installed "a few" window air conditioners (A/C) for residents, and the other window air conditioners were bought by family members and installed by the facility. When determining which rooms received the window air conditioners, the administrative staff member (#1) stated they focused on rooms with equipment which give off heat, such as oxygen concentrators, refrigerators, etc. This staff member confirmed Resident #2 has several pieces of equipment in his room which give off heat. When asked why Resident #2 was not offered a window air conditioner, the staff member (#1) stated "either we didn't have any available or the family did not offer to buy one." These staff members (#1 and #2) stated they are	F 166		

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F 166	Continued From page 4	F 166		

continuously looking at air conditioning systems, and within the last year installed a new A/C system on the first floor of the building.

An environmental staff member (#2) stated he took temperatures in the rooms and in the halls during the hot weather spell with an infrared thermometer, but did not document/record these temperatures. Both staff members (#1 and #2) stated the air conditioner on the third floor was working at full capacity. The administrative staff member (#1) stated Resident #2 was the only resident who talked to him about the heat, but he felt it was more of a "conversation" rather than a concern, and that this resident is "hot all the time." This staff member (#1) stated one other family member talked with him about their concerns regarding the warm temperatures in the rooms, but did not identify this family member.

- During interview, at 5:35 p.m. on 08/15/11, a family member (#2) of Resident #5 stated her family member is usually cold, but during a hot spell in July, he/she was "very warm" and had "beads of sweat" on his/her face. The family member (#2) stated facility staff had dressed the resident in long johns and sweatpants, which is his/her usual attire, "but not when it is hot and humid" and she "had to tell the staff to remove the extra clothing" because the resident was so warm.

The family member (#2) stated they used a fan in the resident's room they had brought from home. She stated the common area in the alcove by her family member's room is always very hot on the third floor during the summer, and that it is uncomfortable for residents, families and staff.

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F 166	Continued From page 5 The staff member stated, "the first floor was very cool and comfortable, but it was extremely warm on the third floor of the building." The family member (#2) stated the facility is "well aware" of her concerns as she has "talked to them about it." The family member stated, "it was very warm, not just for [Dad/Mom], but for all the other residents . . . I felt sorry for the residents, and the workers too. Something has to be done." - During interview at 5:35 p.m. on 08/15/11, the administrative staff member (#1) confirmed it was very hot and humid in July and "everyone was uncomfortable, even at their own homes." Facility residents and family members voiced grievances to the facility staff regarding temperature conditions on the third floor of the building. The facility's response has been limited to providing room air conditioners for a limited number of residents and some residents have obtained room air conditioners independently. Failure to resolve the lack of adequate air temperature cooling placed residents at risk of hyperthermia and dehydration. Failure to develop a resolution to this problem for all residents continues the risk in future years.	F 166		