

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 08/12/2011
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345163	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/29/2011
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NAME OF PROVIDER OR SUPPLIER GLENBRIDGE HEALTH AND REHAB	STREET ADDRESS, CITY, STATE, ZIP CODE 211 MILTON BROWN HEIRS ROAD BOONE, NC 28607
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F 000	INITIAL COMMENTS	F 000		
F 363 SS=E	<p>483.35(c) MENUS MEET RES NEEDS/PREP IN ADVANCE/FOLLOWED</p> <p>Menus must meet the nutritional needs of residents in accordance with the recommended dietary allowances of the Food and Nutrition Board of the National Research Council, National Academy of Sciences; be prepared in advance; and be followed.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observations, a resident interview (Resident #181), staff interviews and facility record review, the facility failed to provide pureed pork of a smooth, soft consistency for 12 of 12 residents on pureed diets.</p> <p>The findings are:</p> <p>1. The facility policy entitled "Pureed Diet", from the North Carolina Dietetic Association, revised 2011, read in part, "The pureed diet consists of liquid foods of a smooth, soft consistency that require no chewing."</p> <p>Observation of the lunch meal on 7/25/11 at 11:12 PM revealed pureed pork for twelve residents on pureed diets was available on the lunch tray line. The pureed pork was observed with a lumpy consistency with pieces of pork visible.</p>	<p>F 363</p> <p>1. Resident # 181 has had all pureed diets since the date of survey prepared in accordance with the 2011 N.C. Diet Manual. The diet consistency has been smooth and without any lumps or strings of meat. The diet has not required any movement of the mouth to swallow the pureed diet.</p> <p>Dietary staff have received training on how to puree foods according to the 2011 N.C. Diet Manual.</p> <p>Pureed food will be prepared daily by trained foodservice staff and according to the 2011 N.C. Diet Manual.</p> <p>All residents requiring puree diets have had diets prepared according to the N.C. Diet Manual.</p> <p>Pureed diets have been audited by the dietary manager for proper consistency. All puree diets have been taste tested by dietary manager to assure compliance to 2011 N.C. Diet Manual.</p>		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: *Lyette Cogan Rueden Don for Scott Gordon* TITLE: _____ (X6) DATE: 8/18/11

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.

RECEIVED
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BY: *MH*

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F 363	<p>Continued From page 1</p> <p>On 7/25/11 at 11:21 AM an interview with dietary staff #1 revealed that she pureed half the yield of 20# cooked pork loin with a 50 ounce can of cream of mushroom soup. Dietary staff #1 stated she put the pork and soup mixture in the food processor to puree. She did not monitor how long she pureed the pork and soup mixture, but stated that she just "purees in processor until it is consistency I know it's suppose to be." Dietary staff #1 did not provide a specific description of how long she pureed foods or a description of the final consistency of pureed food items.</p> <p>On 7/25/11 at 11:28 AM, in an interview with the certified dietary manager (CDM), she confirmed that the pureed pork was not smooth, but she felt it was okay to serve. The CDM stated that the cooks did not use a specific recipe to prepare the pureed pork, but that the pork loin was cooked, sliced, and pureed. She confirmed that 12 residents received a pureed diet.</p> <p>On 7/25/11 at 11:30 AM, a test tray was requested for a pureed diet. The test tray was received on 7/25/11 at 11:35 AM and tested at 11:45 AM. The pureed pork was observed to have a lumpy texture with small pieces of pork. The test tray was held by the CDM under refrigeration until the next day.</p> <p>On 7/26/11 at 11:25 AM during an interview with the consultant dietitian, she stated that the CDM made her aware of the consistency of the pureed pork from 7/25/11. The consultant dietitian also stated that she and the speech therapist completed a test tray on 7/26/11 of a pureed lunch meal and afterwards she instructed the dietary staff to make the pureed meats a</p>	F 363	<p>2. All resident having potential to be affected by the same deficient practice will have pureed foods prepared daily by trained foodservice staff and according to the guidelines as stated by the 2011 N.C. Diet Manual. Pureed foods prepared for all residents with required puree diets will have foods pureed by the definition from the North Carolina Dietetic Association, revised 2011 read in part, "The pureed diet consists of liquid foods of a smooth, soft consistency that require no chewing."</p> <p>The dietary manager or designee will inspect and taste the pureed foods to assure consistency is prepared according to the guidelines as stated by the 2011 N.C. Diet Manual.</p> <p>Puree food texture, flavor, and appearance will be monitored to assure compliance.</p>	

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F 363	<p>Continued From page 2</p> <p>smoother consistency. On 7/26/11 at 11:35 AM, the consultant dietitian tasted the pureed pork that was prepared for lunch on 7/25/11 and stated that the pork "would require more movement to get down". She further stated that the pork was not as smooth as pureed meats should be. Further interview and review of the facility's recipe for pureed pork revealed the recipe instructions for pureed pork recorded in part "Measure desired # (number) of servings into food processor. Blend until smooth." The consultant dietitian stated that the recipe instructions were not specific regarding the amount of processing time, but that she would work with the dietary staff to get a better recipe for pureed meats and to increase the processing time.</p> <p>On 7/26/11 at 11:40 AM, the speech therapist observed the consistency of the pureed pork that was prepared for lunch on 7/25/11 and stated that the pureed pork was smooth, but not as smooth as other foods that had been prepared for lunch to a pureed consistency.</p> <p>On 7/26/11 at 2:30 PM, a follow up interview with the consultant dietitian revealed that she visited the facility 3 to 4 times per month. Her visits, included test trays of facility prepared meals, including at times, a pureed meal. Review of the consultant dietitian's documentation of a visit to the facility the week of 5/11/11 - 5/18/11, she reminded dietary staff to puree yogurts for residents on a pureed diet such that there were no fruit pieces in the yogurt. She further stated that she worked along with the speech therapists in the facility to monitor the texture of pureed foods to ensure that these foods were prepared as needed.</p>	F 363	<p>3. Recipe development will include ingredients with the specific quantities and methods for achieving smooth texture, which require no chewing,</p> <p>The dietary manager will do training with current and newly hired staff to assure puree diets are free of lumps and will not require chewing. The dietary manager will train staff to assure the puree diets are free of lumps and strings and do not require mouth movements to get food swallowed. staff will be taught to measure the desired servings into the food processor and process the food until it is smooth. The pureed foods will not require chewing, will be pureed with liquids to produce A smooth soft, consistency.</p> <p>The dietary manager or disignee will assure systemic changes are made to ensure that the deficient practice will not occur.</p> <p>4. The facility will monitor puree diets by observation of the diet, puree food texture flavor, and appearance through</p>		

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F 363	<p>Continued From page 3</p> <p>2. The facility policy entitled "Pureed Diet", from the North Carolina Dietetic Association, revised 2011, read in part, "The pureed diet consists of liquid foods of a smooth, soft consistency that require no chewing." t</p> <p>Resident #181 was admitted to the facility on a pureed diet and diagnoses including severe esophageal stricture and dysphasia. An admission nursing assessment dated 7/20/11, recorded in part, that Resident #181 was alert and oriented to person, place, time, date and season and that she was missing some teeth on the bottom.</p> <p>The medical record for Resident #181 included a physician's order dated 7/20/11 for a speech therapy referral to treat a swallowing dysfunction and oral function for feeding.</p> <p>On 7/25/11 at 11:35 AM, Resident #181 was observed in her room eating a lunch meal with foods of a pureed consistency, including pureed pork. During the observation the Resident was observed taking shreds of pork from her mouth and putting it on her tray. She stated in an interview during this observation, while rubbing her neck and throat area, "I can't get it down." The Resident further clarified that the pork was "too coarse" and that she could not swallow it. Licensed nurse #1 (LN #1) was observed to enter the room on 7/25/11 at approximately 11:38 AM and asked the Resident if everything was alright. Resident #181 was observed to point to the pieces of pork she had removed from her mouth and informed LN #1 that she could not swallow the meat. LN #1 offered to get the Resident</p>	F 363	<p>facility quality assurance program. The Dietary Manager, Registered Dietician, Speech Therapist and dietary committee will monitor the puree diets of each resident on puree diets each day for one week, then every 2 weeks x 2 weeks, then monthly x 3 months to assure compliance is attained and maintained. The Dietary Manager will audit puree diets once monthly for compliance x 3 months. then randomly q 3 months to assure continued compliance.</p>	8/26/2011	

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F 363	<p>Continued From page 4</p> <p>something else to eat. When asked, LN #1 confirmed that the meat did not appear to be pureed well. A tray card was observed on the Resident's meal tray and recorded that she was to receive a pureed diet.</p> <p>A speech therapy progress report dated 7/26/11 recommended continuing Resident #181 on a pureed diet due to deficits in swallowing abilities and for continued training in safe swallowing exercises.</p> <p>On 7/26/11 at 11:40 AM, during an interview with the speech therapist (ST), she observed the consistency of the pureed pork that was prepared for lunch on 7/25/11 and stated that the pureed pork was smooth, but not as smooth as other foods that had been prepared for lunch to a pureed consistency. She confirmed that Resident #181 received a pureed diet and was currently on her case load due to swallowing difficulties. The speech therapist did not confirm that the consistency of the pureed pork prepared for lunch on 7/25/11 presented a choking hazard for Resident #181 or any of the 12 residents on a pureed diet, but rather that the pork was not as smooth as the pureed foods she was use to seeing.</p>	F 363			