

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

PRINTED: 05/24/2017
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345234	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/27/2017
NAME OF PROVIDER OR SUPPLIER LUMBERTON HEALTH AND REHAB CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 1555 WILLIS AVENUE LUMBERTON, NC 28358	
(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 323 SS=E	<p>483.25(d)(1)(2)(n)(1)-(3) FREE OF ACCIDENT HAZARDS/SUPERVISION/DEVICES</p> <p>(d) Accidents. The facility must ensure that -</p> <p>(1) The resident environment remains as free from accident hazards as is possible; and</p> <p>(2) Each resident receives adequate supervision and assistance devices to prevent accidents.</p> <p>(n) - Bed Rails. The facility must attempt to use appropriate alternatives prior to installing a side or bed rail. If a bed or side rail is used, the facility must ensure correct installation, use, and maintenance of bed rails, including but not limited to the following elements.</p> <p>(1) Assess the resident for risk of entrapment from bed rails prior to installation.</p> <p>(2) Review the risks and benefits of bed rails with the resident or resident representative and obtain informed consent prior to installation.</p> <p>(3) Ensure that the bed's dimensions are appropriate for the resident's size and weight. This REQUIREMENT is not met as evidenced by: Based on observations, staff interview and record review the facility failed to maintain water temperatures at or below 116 degrees Fahrenheit for 2 of 4 water heaters/boilers.</p> <p>Findings included: The facility Record of Hot Water Temperature in Patient Use Areas for the past six months was reviewed. No temperatures above 116 degrees</p>	F 323	<p>Criteria 1</p> <p>Circulating valve immediately adjusted by Maintenance Director 4/24/2017 in an attempt to adjust water temperature to 100 degrees Fahrenheit - 116 degrees. Maintenance Director and Maintenance Assistant began checking water temperatures every 30 minutes randomly throughout the facility until 9:00 pm</p>	5/11/17

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

05/11/2017

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 323	<p>Continued From page 1</p> <p>Fahrenheit were recorded.</p> <p>On 04/24/17 from 2:44 PM - 3:30 PM the following water temperatures that were above the acceptable temperature of 116 degrees Fahrenheit were taken by the Maintenance Supervisor using the facility self-calibrating air thermometer:</p> <table border="1"> <thead> <tr> <th>Room</th> <th>Temperature</th> </tr> </thead> <tbody> <tr> <td>505</td> <td>132</td> </tr> <tr> <td>108</td> <td>118</td> </tr> <tr> <td>104</td> <td>120</td> </tr> <tr> <td>103</td> <td>120</td> </tr> <tr> <td>109</td> <td>120</td> </tr> </tbody> </table> <p>In an interview with the Maintenance Supervisor he revealed that he lowered the water temperature at the mixing valve after the survey team brought the water temperature problem to his attention. He stated he adjusted the valve until the temperature read 104 degrees Fahrenheit. He said that staff had been told not to ever use water on a resident without checking it on themselves first.</p> <p>An observation was made on 04/25/17 at 9:30 AM that plumbers had arrived to work on the hot water heaters/boilers.</p> <p>In an interview and hot water observation on 04/25/17 at 11:30 AM with the Director of Nursing (DON) in the 800 hall shower room the shower nozzle revealed a water temperature reading of 132 degrees Fahrenheit using the surveyor 's calibrated thermometer. The thermometer was calibrated by placing the thermometer in a cup of ice water with a temperature reading of 32 degrees Fahrenheit. The DON tried to hold her</p>	Room	Temperature	505	132	108	118	104	120	103	120	109	120	F 323	<p>4/24/2017 to ensure temperatures delivering at the acceptable range. Licensed Plumber notified by Maintenance Director on 4/24/2017 to schedule an on site emergent visit.</p> <p>Director of Social Services and her assistant visited each resident on 4/24/2017 informing them of the concern related to the hot water temperature and advised to seek staff for assistance, all residents understanding of the concern and in agreement.</p> <p>Once determined water temperatures were not regulating to an acceptable range on 4/25/2017, electrical breakers turned off to the hot water heaters, therefore no water would be inadvertently delivered to resident care areas exceeding 116 degrees, by Maintenance Director on 4/25/2017. 4/25/2017 Licensed Plumber arrived to facility to assess water heaters for both East and West wing.</p> <p>Signage placed above each water source in all resident care areas to see staff prior to attempting to utilize hot water, as an added precaution on 4/25/2017 by Director of Clinical Education</p> <p>Criteria 2</p> <p>All staff re-educated by Director of Clinical Education beginning 4/24/2017 regarding testing hot water temperature prior to utilizing for resident care and notifying Maintenance Department immediately for</p>	
Room	Temperature															
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F 323	<p>Continued From page 2</p> <p>hand under the shower's hot water nozzle and could not. The DON said the hot water was too hot and would burn her if she kept her hand under it any longer. The DON stated it was her expectation that the water temperature be maintained within a safe range and it was not.</p> <p>On 04/25/17 from 5:47 PM - 5:55 PM the following water temperatures that were above the acceptable temperature of 116 degrees Fahrenheit were taken by the Maintenance Supervisor using the facilities calibrated manual thermometer:</p> <table border="1"> <thead> <tr> <th>Room</th> <th>Temperature</th> </tr> </thead> <tbody> <tr> <td>505</td> <td>110</td> </tr> <tr> <td>109</td> <td>142</td> </tr> <tr> <td>103</td> <td>150</td> </tr> </tbody> </table> <p>In an interview with the Administrator on 4/25/17 at 6:02 PM she stated that both hot water heaters had been turned off. She revealed that a new mixing valve was being flown in from New Jersey overnight. She said the plumbers would return the next day to install the parts. She revealed that the laundry department and the kitchen both had a separate boiler that were operating correctly.</p> <p>In an interview with CNA #1 on 04/26/17 at 10:12 AM she revealed that she worked on 04/25/17 and that she was told by her supervisor not to give showers. She said the water temperatures had been fluctuating for about the past two months. She said the water had been too cold to give showers and then so hot that steam was coming off the water. She revealed that she told the nurse who then contacted maintenance to adjust the water temperature. She could not</p>	Room	Temperature	505	110	109	142	103	150	F 323	<p>water temperatures out of range, all education completed by close of business 4/25/2017.</p> <p>Licensed plumber determined circulating valves on east and west wing hot water heaters to be replaced, those parts ordered and requested overnight delivery on 4/25/2017.</p> <p>Criteria 3</p> <p>Circulating valve for east wing replaced 4/26/2017 by Licensed Plumber and circulating valve replaced for west wing 4/28/2017.</p> <p>Water temperatures monitored and recorded daily by Maintenance Director, Maintenance Assistant, and/or Manager on Duty.</p> <p>Criteria 4</p> <p>The results of the monitoring of the water temperatures brought to the Quality Assurance Process Improvement committee monthly for a minimum of 3 consecutive months and then until no longer deemed necessary, beginning Monday, May 22nd. Emergent QAPI meeting held 4/24/2017 to discuss water temperatures, plan of correction, and monitoring.</p>		
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F 323	<p>Continued From page 3</p> <p>remember which nurse she told. She said it had been a couple of weeks since she requested that the water temperature be fixed by maintenance. She stated that once maintenance adjusted the temperature of the water it was fine.</p> <p>In an interview on 04/26/17 at 11:50 AM the Administrator reported that no residents had been burned or sustained any injuries related to hot water. She said that at no time had the management team been made aware by staff, residents, or family members of any ongoing water temperature issues.</p> <p>On 4/26/17 at 4:25 PM the Maintenance Assistant stated, during a telephone interview, he had only worked in the facility for 3-4 weeks. He reported during that time period he was approached three times by staff members who were concerned that water was not hot enough while trying to provide AM care. He commented because he was so new, he went to the Maintenance Supervisor, and together they checked water temperatures on the affected halls. He reported the water temperatures in resident rooms on these halls varied from 96-98 degrees Fahrenheit. He said they requested that staff ask residents if they could wait 30-45 minutes to give baths and showers because too much water was being used at one time. He stated in all three instances the residents were willing to comply, and water temperatures were checked again before care was provided. He said after the wait water temperatures ranged between 102-105 degrees Fahrenheit.</p> <p>In an interview with the Maintenance Supervisor on 04/26/16 at 5:00 PM he stated that he recorded water temperatures daily on all halls in</p>	F 323			

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F 323	<p>Continued From page 4</p> <p>his water temperature log. He reported he was told by corporate that he should take temperatures on each hall in the rooms at each end. He said he was only required to record temperatures in a written format once daily. However, he commented he took water temperatures 3 -4 times daily at both ends of all halls in the building, but only documented in writing the one set taken at about 8:00 AM each morning. He stated no water temperatures in the last 6 months were above 114 degrees including those documented in writing and those taken without being recorded in his temperature log.</p> <p>An observation of water temperatures taken by the Maintenance Supervisor on 04/27/17 between the times of 4:37 PM - 4:42 PM using the facility calibrated manual thermometer revealed the following temperatures (degrees Fahrenheit):</p> <table border="1"> <thead> <tr> <th>Room</th> <th>Temperature</th> </tr> </thead> <tbody> <tr> <td>505</td> <td>98</td> </tr> <tr> <td>706</td> <td>98</td> </tr> <tr> <td>714</td> <td>98</td> </tr> <tr> <td>800 Shower</td> <td>102</td> </tr> </tbody> </table> <p>In an interview conducted with the Administrator on 04/27/17 at 4:45 PM she revealed that the 100, 300, and 400 halls hot water was not on because the part would not be in until 04/28/17 to fix that water heater. She said that the 500, 700 and 800 hall parts had been replaced on 4/26/17. She stated that residents on the 100, 300 and 400 halls would be offered showers using the 800 hall shower room and that extra staff had been called in to accommodate shower requests.</p>	Room	Temperature	505	98	706	98	714	98	800 Shower	102	F 323		
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