

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

PRINTED: 11/23/2020
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345566	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/27/2020
NAME OF PROVIDER OR SUPPLIER PRUITTHEALTH-UNION POINTE			STREET ADDRESS, CITY, STATE, ZIP CODE 3510 WEST HIGHWAY 74 MONROE, NC 28110	
(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
E 000	Initial Comments	E 000		
F 000	An unannounced COVID-19 Focused Survey was conducted on 10/26/20 - 10/27/20. The facility was found in compliance with 42 CFR §483.73 related to E-0024 (b)(6), Subpart-B-Requirements for Long Term Care Facilities. Event ID #2H1N11.	F 000		
F 812 SS=E	INITIAL COMMENTS An unannounced COVID-19 Focused Infection Control and Complaint Survey were conducted on 10/26/20 - 10/27/20. The facility was found in compliance with 42 CFR §483.80 infection control regulations and has implemented the CMS and Centers for Disease Control and Prevention (CDC) recommended practices to prepare for COVID-19. Twenty one complaint allegations were investigated; 20 allegations were unsubstantiated and one allegations was substantiated and cited. Event ID#2H1N11. 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.	F 812		11/13/20

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

TITLE

(X6) DATE

Electronically Signed

11/10/2020

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 812	<p>Continued From page 1</p> <p>§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:</p> <p>Based on a breakfast tray line observation and staff interviews, the facility failed to maintain and serve 5 of 10 foods (scrambled eggs, sausage patties, French toast, chopped sausage, and fried eggs) at a temperature of at least 135 degrees Fahrenheit to prevent the potential growth of bacteria. These foods were plated and served to residents on the 400 and 500 halls.</p> <p>The findings included:</p> <p>On 10/26/20 a continuous observation of the breakfast tray line occurred from 7:10 AM until 8:22 AM in the 500-hall buffet kitchen. Dietary staff #1 (DS #1) was observed plating foods for the breakfast meal. The breakfast foods, except the French toast were stored in stainless steel pans on the steam table. The French toast was stored in a plastic package which was left open to air and stored on the ledge of the steam table. Each steam table well was set to 6 with a maximum setting of 7. The lowerator (plate warmer) was observed with china plates stored and used for the tray line. The lowerator was on and felt warm to touch but was not hot. The heated holding cabinet stored hot foods (eggs, French toast) but was unplugged.</p> <p>DS #1 conducted temperature monitoring at 7:36 AM of foods being served from the breakfast tray line and obtained temperatures less than 135 degrees Fahrenheit (F) for 5 food items. DS #1 was interviewed on 10/26/20 at 7:45 AM and</p>	F 812	<p>The center, prior to knowledge of this concern, had contacted a vendor to repair the well of this steam table. Though the surveyor noted the food temp out of range, she allowed the food to be plated and distributed. During her exit with the administrator, she stated not one resident voiced a concern regarding the food temperature., On 11/2/2020 the noted well of the steam table was repaired. The table was noted in good repair on 11/3/2020 and 11/6/2020.</p> <p>On 11/05/2020, all dietary staff were in-serviced, by the registered dietician, on the importance of holding and serving food at proper temperatures. Following the in-service, an observation illustrated staff holding and serving food at and above proper temperatures.</p> <p>To ensure ongoing compliance the registered dietician or administer will observe 3 meals per week for 2 weeks, 2 meals for 2 week and then PRN. The results of these audits will determine if the center needs increased monitoring or additional training.</p> <p>The results of the audits will be reviewed by the Quality Assurance Committee at its next scheduled meeting.</p>		

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F 812	<p>Continued From page 2</p> <p>stated the breakfast food temperatures she obtained were good. She stated she prepared the fried eggs using fresh shelled eggs. After temperature monitoring, DS #1 continued plating foods at 7:45 AM for residents on the 400 and 500 halls that were identified with temperatures less than 135 degrees F. These trays were placed on an open delivery cart for delivery to residents on the 400 and 500 halls. The following temperatures of foods being served from the breakfast tray line at less than 135 degrees F were obtained by DS #1:</p> <ul style="list-style-type: none"> - Scrambled eggs (pasteurized liquid eggs, held on the steam table), 121.7 degrees F - Sausage patties (held on the steam table), 114 degrees F - French toast (held on the ledge of the steam table), 116 degrees F - French toast (held in a heated holding cabinet, unplugged), 131 degrees F - Chopped sausage (held on the steam table), 116 degrees F - Fried eggs (shelled eggs, held on the steam table), 119 degrees F <p>On 10/26/20 at 7:58 AM, the Registered Dietitian/Interim Dietary Manager, (RD/IDM) asked DS #1 the results of her temperature monitoring. DS #1 stated that she could not recall the temperature of scrambled eggs, but she did not inform the RD/IDM that she obtained food temperatures less than 135 degrees F for the sausage, French toast or fried eggs. The RD/IDM removed the scrambled eggs from the steam table to reheat.</p> <p>An interview with the RD/IDM occurred on 10/26/20 at 8:53 AM and a follow up interview occurred on 10/26/20 at 1:25 PM. The RD/IDM</p>	F 812	Date of Compliance 11/13/2020		

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F 812	<p>Continued From page 3</p> <p>stated DS #1 had been a cook for the past 4 months and that she trained for this role with another cook for about 2 weeks. The RD/IDM stated DS #1 was trained to monitor food temperatures and to obtain food temperatures during cooking, at completion of cooking, prior to meal service and at the end of meal service. He stated cooks were trained to maintain hot foods at least 145 degrees F. The RD/IDM stated that in the last 3 weeks a few residents on each hall (100, 200, 300, 400, and 500) voiced complaints regarding receiving cold foods. He stated that after these complaints, he in-serviced dietary staff to ensure foods were delivered to each hall timely, conduct food audits to taste the food and to maintain all food trays covered during the meal/delivery service. He also stated the facility currently used open carts covered with plastic trash bags for meal delivery, because the enclosed insulated carts needed new wheels. At the request of the surveyor, the RD/IDM identified the lowerator to have 5 temperature settings but stated that it was set to its lowest setting. He also stated that he recently identified that one of the steam table wells did not work and that he had just removed the dial after the breakfast meal that day so that the well that did not work would not be used until it was repaired. He also stated that because of the concerns with the breakfast food temperatures that morning, he identified that the heated holding cabinet was not maintaining foods hot, so he would put in a request to have it repaired.</p> <p>An interview with DS #1 occurred on 10/26/20 at 9:23 AM. During the interview, DS #1 stated she worked as the morning cook at the facility for the past 4 months. She stated she trained for this position with another cook for about 2 weeks. She</p>	F 812			

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F 812	<p>Continued From page 4</p> <p>stated the heated holding cabinet was turned on in the main kitchen to a temperature of 160 degrees F for hot holding. She stated she usually plugged in the heated holding cabinet when she reached the 500-hall buffet kitchen but could not explain why she did not plug it in that morning. She stated hot foods were cooked to a temperature of at least 165 degrees F and should be held at least 135 degrees F for the duration of the meal service. DS #1 stated when she obtained food temperatures less than 135 degrees F during the breakfast meal tray line that morning, she should have stopped the line and reheated the foods to at least 165 degrees F before continuing the tray line. DS #1 also stated the steam table was typically set to 6, but that she was not aware that one of the steam table wells she used to store hot foods that morning was not working.</p> <p>The Administrator was notified on 10/26/20 at 3:00 PM of these dietary concerns and stated he had been informed by his team that the steam table well went out last night (10/25/20) during the dinner meal. He further stated that he was working on getting it repaired. He stated that the heated holding cabinet should be plugged in at the buffet kitchen if it were being used to store/maintain hot foods. He further stated that dietary staff would be in-serviced on maintaining hot food temperatures.</p>	F 812			