

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

PRINTED: 05/17/2021  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  43A089	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  05/06/2021
NAME OF PROVIDER OR SUPPLIER  WHITE RIVER HEALTH CARE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 515 E 8TH STREET WHITE RIVER, SD 57579	
(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  The Centers for Medicare and Medicaid Services (CMS) Denver conducted a comparative Federal Monitoring Survey on 5/4/21 through 5/6/21. Refer to State Survey Agency (SSA) Event ID F7G611. One deficiency was cited.  During an initial tour of the kitchen, an Immediate Jeopardy (IJ) was identified. The IJ was called on 5/4/21 at 12:20 PM for failure to ensure kitchen food sanitation was adequately and consistently maintained. A removal plan was accepted and the Immediate Jeopardy was removed on 5/5/21 at 10:40 AM.	F 000		
F 812 SS=L	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.	F 812		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *Mandi Moran* TITLE *Administrator* (X6) DATE *5/26/21*

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>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to ensure kitchen food sanitation was adequately and consistently maintained for all 26 residents residing in the facility who were receiving meals prepared in the kitchen. Specifically, the facility's dishwasher was not in proper working order and staff was not monitoring chemical sanitizer levels in the dishwasher. There was no evidence to show that the sanitizer was being used during the dishwashing cycle for all dishes and cookware used for cooking and meal service between 5/1/21 and 5/4/21, requiring immediate correction. In addition, the facility's three compartment sink was not in proper working order and the staff were unfamiliar with how to properly use the three-compartment sink as an alternative to the dishwasher when the dishwasher was not in working order.</p> <p>These failures increased the risk of hospitalization and death from foodborne illness for the entire resident population and may have contributed to R27's gastrointestinal (GI) symptoms which occurred on 5/1/21 and 5/2/21.</p> <p>On 5/4/21 at 12:20 PM, an Immediate Jeopardy (IJ) was called and an IJ Template was provided to the Facility Administrator.</p> <p>A removal plan was accepted and the Immediate Jeopardy was removed on 5/5/21 at 10:40 AM after the implementation of the plan was verified onsite by the surveyors. After removal of the Immediate Jeopardy, the scope/severity of the citation is level "F"(widespread with the potential</p>	F 812			

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F 812	<p>Continued From page 2 for more than minimal harm).</p> <p>The facility provided the following acceptable removal plan on 5/5/21 at 9:00 AM:</p> <p>Immediate action taken:</p> <ul style="list-style-type: none"> <li>- The facility utilized disposable dishes and utensils immediately until the dishwasher was serviced and functioning properly.</li> <li>- The 3-compartment sink was utilized for cleaning and sanitizing of all non-disposable items used for food preparation and assistive devices for meal consumption used by residents.</li> <li>- On 5/5/21, the Maintenance Supervisor purchased three stoppers for the 3-compartmental sinks.</li> <li>- On 5/4/21, the Facility Administrator re-educated the Dietary Manager (DM) and the dietary staff on duty about:               <ol style="list-style-type: none"> <li>1) If temperature or chemicals were not in the parameters of compliance then the Dietary Manager (DM) or Designee must be notified immediately;</li> <li>2) Review of the 3-compartment sink policy; and</li> <li>3) Review of the dishwasher machine sanitation policy.</li> </ol> </li> <li>- On 5/5/21, the Facility Administrator provided the above re-education to the remaining dietary staff.</li> </ul> <p>Actions taken/systems put into place to reduce the risk of future occurrence include:</p> <ul style="list-style-type: none"> <li>- On 5/5/21 the [Name of Company] serviced the dishwasher.</li> <li>- After the dishwasher was repaired (5/5/21), dietary staff will evaluate the performance of the dishwasher with each wash for three days (5/5, 5/6 and 5/7/21).</li> </ul>	F 812		
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F 812	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>- The DM or Designee will visually audit the sanitation process of the dishwasher daily for a week, two times a week for two weeks, then once a week for four weeks, monthly for four months, and then quarterly until found in substantial compliance.</li> <li>- The DM or Designee will daily monitor compliance of temperature and sanitation reading log. If not found in compliance, the DM or Designee will provide re-education and continue to monitor with auditing tools until substantial compliance.</li> <li>- All dietary staff (including new hires) will complete a competency covering the correct temperatures and sanitation of the dishwasher and 3-compartment sink.</li> <li>- Audits will be brought to QAPI for evaluation of compliance. Findings include:</li> </ul> <p>The facility's "Dishwasher Temperature Policy" dated 1/2/21 and revised on 5/4/21 read, in pertinent part, "It is the policy of this facility to ensure dishes and utensils are cleaned under sanitary conditions through adequate dishwasher temperatures;" and "1.All items cleaned in the dishwasher will be washed in water that is sufficient to sanitize any and all items;" and "2.Manufacturer's instructions shall be followed for machine washing and sanitizing;" and "4.For low temperature dishwashers (chemical sanitization): a. The wash temperature shall be 120 degrees F (Fahrenheit), b. The sanitizing solution shall be 50 ppm (parts per million) hypochlorite (chlorine) on dish surface in final rinse;" and "Chemical solutions shall be maintained at the correct concentration, based on periodic testing, at least once per shift, and for the effective contact time according to</p>	F 812			

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F 812	<p>Continued From page 4 manufacturer's guidelines. Results of concentration checks shall be recorded."</p> <p>The facility's "Manual Ware Washing-3 Compartment Sink Policy" dated 1/2/21 and revised on 5/4/21 read, in pertinent part, "Policy: To prevent the spread of bacteria that may cause food borne illness, this facility washes, rinses, and sanitizes pots, pans, and other utensils using a 3-compartment sink in accordance with current standards for food safety;" and "2. A 3-step process is used to manually wash, rinse and sanitize dishware correctly: a. First step: Thorough washing using hot water and detergent after food particles have been scraped off. b. Second step: Rinsing with hot water to remove all soap residues. c. Third step: Sanitizing with either hot water (at least 171 degrees F) for 30 seconds or a chemical sanitizing solution used according to manufacturer's instructions;" and "3. The sink compartment will be large enough to accommodate immersion of the largest equipment and utensils;" and "10. The temperature of the wash solution in the manual ware washing equipment shall be maintained at not less than 110 degrees F or the temperature specified on the cleaning agent manufacturer's label instructions."</p> <p>The facility's "Dishwasher Temperature Sanitizer Daily Log" for May 2021 was reviewed and temperature and sanitizer readings for 5/1/21 through 5/4/21 were blank.</p> <p>During the initial tour of the kitchen conducted on 5/4/21 between 9:35 AM and 10:00 AM, the DA was asked, by the surveyor, to check the sanitizer level in the dishwasher. The DA was in</p>	F 812			

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F 812	<p>Continued From page 5</p> <p>the process of running loads of breakfast dishware through the dishwasher. He stated the dishwasher was a "low temperature machine," obtained an appropriate chemical testing strip, and tested the chemical level in the dishwasher water. After following the procedure for testing the sanitizer level with the testing strip, the DA checked the reading on the strip and stated, "The reading is 0 (PPM)." The DA tested a second dishwashing cycle for the chemical sanitizer level with a different testing strip, and stated, "There is no sanitizer getting into the dishwasher. The tubing (used to dispense sanitizer into the dishwashing cycle) is broken." The DA further stated, "The tube has been broken before." Per surveyor request, the DA obtained the "Dishwasher Temperature Sanitizer Daily Log on which dietary staff was to monitor the dishwasher temperature and sanitizer levels at least once per shift. The log for May 2021 was reviewed with the DA and was completely blank. The DA indicated he had been working on 5/1/21, 5/2/21, 5/3/21, and 5/4/21, and that it was his responsibility to monitor the dishwasher temperature and sanitizer levels on those dates. He stated, "I didn't do the dishwasher monitoring. I forgot to do it." The DA and the surveyor observed the dishwasher sanitizer tubing during a dishwashing cycle, and no sanitizer was observed to run through the tubing and into the dish water throughout the entire dishwashing cycle. The DA confirmed the dishwasher had been used to wash all dishes and cookware between 5/1/21 and 5/4/21.</p> <p>During an interview with Cook 1 and Cook 2 on 5/4/21 at approximately 9:45 AM, both confirmed the sanitizer tubing on the dishwasher was not</p>	F 812	<p>Accepted Removal plan on May 5, 2021 @10:40 AM</p> <p>White River Health Care Center IJ Resident (27) displays no further symptoms as of Sunday May 2nd.. All residents had the potential to be affected by the findings.</p> <p>Corrective Action Completion: 05/05/2021</p> <p>Disposable dishes and utensils were utilized until the dishwasher was serviced and deemed functioning properly on 05/05/21, and will continue to be used until the dishwasher is serviced and functioning properly. The 3-compartment sink was utilized for cleaning and sanitizing of all non-disposable items used for kitchen preparation and assisted devices (i.e Sippy cups, Nosey cups) and dessert cups, until the dishwasher was fixed on 05/05/21.</p> <p>Specific education was provided to dietary staff on duty immediately on 05-04-2021 by Facility Administrator that if temperature or chemicals are not in the parameters of compliance then the Dietary Manager or Designee must be notified immediately. All remaining dietary staff were educated by Facility Administrator on 05-05-2021. Education included the need to use disposable items for meals if there is a problem with the dishwasher until it could be corrected, and use the three-compartment sink for non-disposable items.</p>	

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F 812	<p>Continued From page 6</p> <p>working, and both confirmed the dishwashing machine had broken in the same manner recently before. Neither could remember the last time the dishwasher had been routinely serviced. Cook 2 confirmed dishes and cookware ran through the dishwasher since 5/1/21 had been used for dining service at all meals between 5/1/21 and 5/4/21.</p> <p>During an interview with Cook 2 on 5/4/21 at 9:50 AM, the water temperature in the dishwasher was obtained at the hottest part of the dishwashing cycle, and the temperature was 122 degrees. Cook 2 verified the machine was a low temperature dishwasher, and that the machine temperature usually ranged between 120 and 130 degrees at hottest part of cycle.</p> <p>During an interview with Cook 2 on 5/4/21 at 10:33 AM, she stated the facility's three compartment sink had not been used to wash dishes since the prior summer when water had temporarily been cut off to the facility. She further stated that when the dishwasher wasn't working, staff could usually "tweak" the tubing to make it work again, so they had not needed to use the three-compartment sink for that purpose. She further stated that, to her knowledge, no one had recently been in to the facility to service or repair the dishwasher.</p> <p>On 5/4/21 between 10:45 and 11:03 AM, the DA was observed demonstrating the use of the facility's three-compartment sink. The drain stoppers on sinks one and two were broken, and therefore the DA was unable to fill those sinks to a level adequate to cover all cookware. The DA stated that the devices used to keep the water</p>	F 812	<p>Dietary Manager or Designee visually audited the sanitation process of the dishwasher daily for a week which ended on 05/12/21 no deficiencies were found, then continued to audit ongoing with the schedule of 2 times a week for 2 weeks, then once a week for 4 weeks, monthly for 4 months, and then quarterly until found in substantial compliance. Three stoppers were purchased on 05/04/2020 by Maintenance Supervisor for the three compartment sinks.</p> <p>Reinhart serviced the dishwasher and ensured proper functioning on Wednesday May 5th. Reinhart has been scheduled to provide routine maintenance of the dishwasher every 4 to 6 weeks and as needed. Dietary Manager will use auditing tool to ensure the regular dishwasher maintenance is occurring and will bring to QAPI monthly.</p> <p>The Dietary Manager was re-educated by the administrator 5/04/2021 on the 3-compartment sink and dishwashing machine sanitation policy. All dietary staff working on 5/4/2021 were immediately educated on the 3-compartment sink policy and dishwasher policy. Education to the dietary staff not present on 5/4/2021 was completed on 5/5/2021 by Facility Administrator.</p>		

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F 812	<p>Continued From page 7</p> <p>from draining from the sinks had been broken for a while, and so he usually tried to keep water from draining from the sinks by stuffing a dishcloth or rag into the mouth of the drain. The DA was not able to find a dishcloth or rag, and so he obtained plastic wrap and used the plastic wrap to attempt to block the drain. The plastic wrap was observed to intermittently float to the top of the water, allowing water to continue to drain from the sinks. Dish soap was added to the first sink. The second sink was used to rinse dishes/cookware. The third sink had a working device to stop water from draining and was filled to an adequate level. The DA added the appropriate amount of disinfectant (bleach) to the water and checked the sanitizer level, which was adequate with a reading of 100 PPM. The DA did not check the temperature of the water in sink 1 (the dish washing sink) to ensure a temperature of at least 110 degrees F per facility policy prior to demonstrating the dishwashing process.</p> <p>"During an interview on 5/4/21 at 11:12 AM, the Director of Nursing (DON) was asked to provide a report of the residents who reported gastrointestinal (GI) symptoms for the last week. The DON stated she knew that R27 had not been feeling well over the weekend with signs/symptoms of nausea, vomiting, diarrhea and lack of appetite. The DON also stated there were residents that took MiraLax or lactulose (for constipation) and metformin (for diabetes) that could explain why these residents would have documented episodes of diarrhea. The DON stated she would provide a report as soon as possible.</p> <p>During a telephone interview with the DM on</p>	F 812	<p>All dietary staff completed a competency by 05-05-2021 covering the correct temperatures and sanitation of the dishwasher and 3-compartment sink. Any newly hired dietary staff will have competencies completed on the dishwasher and 3-compartment sink process prior to working independently.</p> <p>No further residents displayed GI symptoms as a result of the dishwasher sanitation.</p> <p>Dietary Staff will visually audit that the tubing is in the chemical bucket with each use of the dishwasher and then provide the chemical strip to adequately show proper chemical usage 3 times daily. Dietary Manger will monitor the usage of chemicals by supply and demand. Dietary manager or designee will audit the chemical and temp records for proper chemical usage and temperatures daily for one week then weekly x 1 month then monthly x 3 months and as needed and take to QAPI monthly.</p>		



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F 812	Continued From page 8 5/4/21 at 11:13 AM, she stated, "I usually monitor the dishwasher chemical and temp levels myself. I write them down on the log. I was here through last Friday (4/30/21) and then I went on vacation. Before I left for vacation, I told them (dietary staff) to make sure they kept the (dishwasher) chemicals working while I am gone. One day last week the machine wasn't working. The sanitizer wasn't coming out (of the tubing) and staff caught it right away and came to get me. I was able to push the hose back in and re-prime (the tubing). I ran dishes through several times after that and it (the dishwasher) was working at that time. The dishwasher was working fine up until I left for vacation. I called (the dishwasher maintenance company) right away, this morning as soon as they (dietary staff) told me it (the dishwasher) wasn't working, and they (the dishwasher maintenance company) are sending someone down (to the facility) right away to look at the machine. Everyone in the building has their meals served from the kitchen except one resident who is receiving tube feeds." The DM confirmed the dietary staff had not used the three-compartment sink when the dishwasher had recently not been working because she had been able to temporarily fix the dishwasher right away each time it had broken. She stated she was aware that two of the three compartment sinks weren't holding water, and stated staff had been using plastic wrap to hold the water in those sinks. When asked how frequently the facility's dishwasher was serviced, she stated the service representative had only been coming when requested due to the recent COVID-19 Pandemic. She stated no routine maintenance was currently being done, and that she had not called the dishwasher service company to	F 812	Dietary Staff were educated on 5/27/21, to immediately notify the dietary Manager or designee if the stoppers are not working correctly or if there are none and to not use anything else to plug the drains. Dietary staff were notified on 5/27/21 date, of extra stoppers and where to find them if any are missing. All Dietary staff were educated by the Dietary Manger on 5/27/21 date, on adequate water levels in 3 compartment sinks and how to properly use drain stoppers. A column was added to the 3-compartment documentation sheet already in use for chemical verification to include stoppers available. Dietary Manager or designee will check the form for completion weekly and report to QAPI monthly.  Dietary Staff were educated on 5/27/21 about the 3 compartment sink water temperatures and adequate chemical requirement per the manufactures label by Dietary Manager. All audits will be brought to QAPI for evaluation of compliance monthly.	05/27/21	

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NAME OF PROVIDER OR SUPPLIER  <b>WHITE RIVER HEALTH CARE CENTER</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>515 E 8TH STREET WHITE RIVER, SD 57579</b>		
(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 812	<p>Continued From page 9</p> <p>service the machine related to the issues with the broken sanitizer tubing prior to that morning.</p> <p>During an interview with the Maintenance Director on 5/4/21 at 11:46 AM, he stated the dishwasher was under a maintenance agreement with an outside company, and so he did not do any work on it. He stated he was unaware of any issue with the dishwasher.</p> <p>During an interview on 5/4/21 at 12:40 PM, the DON provided a Resident Roster that highlighted 9 residents who had diarrhea at least one time during 4/28 and 5/4/21. The DON stated these residents had a medical rationale for the symptom; specifically, these residents take scheduled medications that commonly cause diarrhea (R1, R3, R6, R8, R12, R18, R20, R26, and R229). The DON stated only R27 had an acute gastrointestinal illness that she assessed was a result of the R27 eating French fries that had been left out at room temperature for many hours."</p> <p>Review of R27's progress notes, dated 5/2/21 and 5/3/21 revealed the resident had loose stools on 5/1/21 and 5/2/21 and nausea and vomiting on 5/1/21. The notes also revealed R27 did not eat any meals on 5/1/21 but was able to eat breakfast and lunch on 5/2/21. The notes showed that the resident had kept food (fries) in his room from lunch and ate them with his chili at dinner. The notes documented that R27 was educated about keeping foods longer than an hour may grow bacteria and cause an upset stomach.</p>	F 812			