

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

PRINTED: 08/29/2012
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 185333	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 08/16/2012
NAME OF PROVIDER OR SUPPLIER KLONDIKE CARE AND REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 3802 KLONDIKE LANE LOUISVILLE, KY 40218		
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F 000	INITIAL COMMENTS An abbreviated standard survey was initiated on 08/15/12 and concluded on 08/16/12 investigating KY18913. The Division of Health Care substantiated the allegation with a deficiency cited.	F 000	<p>"This Plan of Correction is prepared and submitted as required by law. By submitting this Plan of Correction, Klondike Care & Rehabilitation Center does not admit that the deficiency listed on this form exist, nor does the Center admit to any statements, findings, facts, or conclusions that form the basis for the alleged deficiency. The Center reserves the right to challenge in legal and/or regulatory or administrative proceedings the deficiency, statements, facts, and conclusions that form the basis for the deficiency."</p> <p>F252</p> <p>1. The North and South Hall Shower Rooms were deep cleaned and disinfected by housekeeping on 8/16/2012. Items were removed from the floor and sink of the North Hall Shower room by housekeeping on 8/15/12. The grout in the shower rooms was scrubbed and then resealed by Maintenance on 8/16/2012 to prevent further soiling. Resident bathrooms connected to rooms 6, 9, 13 and 32 were scrubbed and disinfected to eliminate odors by housekeeping on 8/15/2012.</p>		
F 252 SS=D	<p>483.15(h)(1) SAFE/CLEAN/COMFORTABLE/HOMELIKE ENVIRONMENT</p> <p>The facility must provide a safe, clean, comfortable and homelike environment, allowing the resident to use his or her personal belongings to the extent possible.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, interview, facility Deep Clean schedule, the In-Service content on 7-Step Daily Washroom Cleaning and facility policy it was determined the facility failed to provide a clean environment as evidenced by odors noted in three (3) of twenty-five (25) resident bathrooms which were connected to Rooms 6, 9, and 13. Two (2) of two (2) shower rooms in the facility, North and South Halls, had noted odors. In addition, two (2) of the twenty-five (25) resident bathrooms (Room 13 and 32) had unclean floors and one (1) of the two (2) shower rooms was found to have clothes on the floor and in the sink, razors and wet wash cloths on the floor.</p> <p>The findings include: Review of the facility's policy regarding Bathroom Cleaning as titled: Job To Be Done: Bathroom Cleaning, 01/01/2000. The policy revealed</p>	F 252			

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

X *Deane Garrett*

TITLE

X Administrator

(X6) DATE

X 9/6/2012

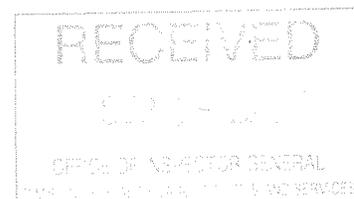
Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 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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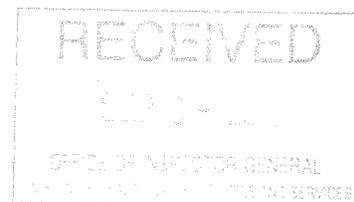
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F 252	<p>Continued From page 1</p> <p>bathrooms were to be damp mopped each time they were cleaned. No policy was provided for the cleaning of shower rooms.</p> <p>Review of the Deep Clean Schedule revealed the shower rooms, noted as Bath Rooms, were deep cleaned once a month.</p> <p>Observation, on 08/15/12 during the tour of the facility which began at 12:45 PM, revealed the North Hall shower room had an unpleasant odor. Resident clothing was on the floor, towels were on the floor, and a pair of socks was in the sink. Inside the shower area on the floor were two (2) wet washcloths and two (2) razors. Additionally, the bathrooms between Rooms 9/10 and 13/14 had strong urine odors.</p> <p>Observation, on 08/15/12 at 1:30 PM, in the South Hall shower room revealed a very foul, indescribable odor.</p> <p>Observation, on 08/16/12 at 8:30 AM, revealed very strong urine odors between the bathroom for Rooms 5 and 6. The bathrooms connected to Rooms 9 and 13 continued to have urine odors.</p> <p>Interview by phone, on 08/15/12 at 10:21 AM, with the family member of Resident #1 revealed a concern that the shower room on the North Hall had an odor and repeatedly had items on the floor that did not belong there. She stated she had to disinfect the shower chair prior to the shower of Resident #1 because the chair was soiled. Also, there had been urine on the floor of bathroom utilized by Resident #1, that she stated she had reported, and when she received no response, she wiped the floor herself. She</p>	F 252	<p>2. Environmental Rounds were completed by the Housekeeping Supervisor and Administrator on 8/17/2012 to determine that the facility was clean and comfortable with no other issues identified.</p> <p>3. Nursing, dietary, therapy, social services, activities, and maintenance staff have been re-educated by the Staff Development Coordinator as of 9/4/2012 on the process and procedures related to cleaning responsibilities and equipment cleaning. The housekeeping manager was re-educated to the expectation that the facility will maintain a safe, clean, comfortable, and homelike environment by the Administrator on 8/17/2012. The Housekeeping Manager re-educated the housekeeping staff on the 7-Step Daily Washroom Cleaning procedure on 8-17-2012 and included the expectation that the facility must provide a safe, clean, comfortable, and homelike environment..</p>		



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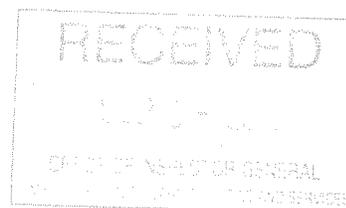
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F 252	<p>Continued From page 2</p> <p>revealed that Housekeeping mopped the floor in the bathroom of Resident #1 every other day. This was contrary to the policy for Bathroom Cleaning, which stated bathrooms were to be damp mopped each time they were cleaned, which was to be daily.</p> <p>Interview, on 08/15/12 at 12:55 PM, with Certified Nursing Assistant (CNA) #1 revealed Housekeeping was responsible to clean the shower rooms. She stated she picks up items in the shower room when she sees it dirty. She revealed Housekeeping was to clean the shower room between residents but did not know who cleans the washcloths and razors off the floor.</p> <p>Interview, on 08/15/12 at 1:15 PM, with Resident #5 revealed his/her bathroom floor was wet on this morning causing the bottom of his/her pants to get wet while in the bathroom. Resident #5 revealed he/she reported the wet floor two (2) to three (3) hours ago and no one had responded to address the bathroom. Resident #5 asked if this surveyor was from Housekeeping to clean the floor. Resident #5 stated the floor in the bathroom was wet the previous day also.</p> <p>Interview, on 08/15/12 at 1:30 PM, with Housekeeper #1 revealed she smelled a foul odor in the South Hall shower. She revealed she was a new employee and did not know the process to deep clean a shower room. She asked the Housekeeping Manager, who was present, how she was to deep clean the shower room.</p> <p>Interview, on 08/15/12 at 3:15 PM, with Resident #3 revealed he/she had a problem with the</p>	F 252	<p>4. The Administrator and/or Housekeeping Supervisor will conduct daily rounds x5 days and then weekly x7 weeks, and then monthly x1 month to determine that the facility is clean and comfortable and will include daily cleaning of bathrooms per procedure. Any concerns identified will be corrected at the time it is identified. The Administrator will report findings to the Performance Improvement Committee monthly for three months for further review and recommendation.</p> <p>5. Date of compliance 9/5/2012</p>		



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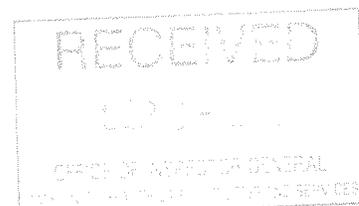
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F 252	<p>Continued From page 3</p> <p>cleaning of his/her bathroom. Resident #3 stated that the floor was not cleaned after it had urine or stool on it. Resident #3 revealed he/she had reported odors in the bathroom to some of the CNA's and since that time, the staff "try" to clean the bathroom more. Resident #3 stated the bathroom was cleaned this morning with bleach, and that was why there was the smell of bleach present. The regularity of cleaning the bathroom was not consistent, and the floors were not mopped every day.</p> <p>Interview, on 08/15/12 at 3:30 PM, with CNA #2 revealed the CNA's were to pick up items off the shower floor, but did not sanitize the shower rooms. He stated Housekeeping deep cleans the shower rooms, which records revealed was once a month.</p> <p>Interview, on 08/15/12 at 2:45 PM, with CNA #3 revealed the CNA's were responsible to clean the shower room between residents. Housekeeping was to clean the shower chairs and deep clean the showers, he revealed.</p> <p>Interview, on 08/15/12 at 2:50 PM, with CNA #4 revealed the CNA's were responsible to clean the shower room between residents and Housekeeping was responsible to deep clean the shower room. She revealed the CNA was responsible to clean the shower chairs.</p> <p>Interview, on 08/15/12 at 3:00 PM, with Housekeeper #2 revealed the CNA was to pick up the shower room between residents and Housekeeping was responsible to mop the shower room between residents. Additionally, she revealed Housekeeping deep cleans the</p>	F 252		



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F 252	<p>Continued From page 4</p> <p>shower room twice a day, once in the morning and once in late afternoon. She also revealed Housekeeping was responsible to clean the shower chairs.</p> <p>Interview, on 08/15/12 at 3:00 PM, with the Unit Manager revealed the CNA's were to pick up the shower room between residents and Housekeeping was to clean the shower room daily and as needed. She stated the CNA's had been educated to report concerns related to the shower rooms. The monitoring of the shower rooms was done by the nurses, to see that everything was getting done. This was accomplished during walking rounds. There were no records of the monitoring of the shower rooms.</p> <p>Interview, on 08/16/12 at 9:07 AM, with the Licensed Practical Nurse (LPN) revealed the floor nurse and the Nurse Unit Manager were responsible to make sure the CNA's were doing what they were responsible to do.</p> <p>Interview, on 08/16/12 at 10:00 AM, with the Administrator revealed the facility was unable to provide documentation indicating the Housekeeping staff had been in-serviced in the cleaning of the shower rooms. Continued interview revealed the facility had been without an Educator/In-Service Coordinator for three weeks. A new educator had been hired and had not begun his/her employment during this survey.</p> <p>Interview, on 08/16/12 at 10:30 AM, with the District Manager for Housekeeping revealed the Housekeeping staff was educated on the 7-Step Daily Washroom Cleaning. However, he revealed</p>	F 252		



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F 252	<p>Continued From page 5</p> <p>the way to know if learning took place during the In-Service was the bathrooms and shower rooms would have been cleaned properly. He stated it was a problem with the Housekeeping staff not mopping the bathrooms daily. He had no in-service records to provide documentation the Housekeeping staff had been trained.</p> <p>Interview, on 08/16/12 at 12:40 PM, with the Director of Nursing (DON) revealed Housekeeping Services was responsible to clean the shower rooms and the CNA's were responsible to clean between resident showers using a disinfectant. The CNA's were also responsible to pick up the shower room after resident use. She revealed the CNA's had been trained to pick up and disinfect and it was monitored by the nurses, using spot checks between resident showers.</p> <p>Interview, on 08/16/12 at 1:40 PM, with CNA #5 revealed Housekeeping was to clean the shower rooms and the CNA was to clean the floor. She did not know who was to disinfect between residents or who was responsible to clean the shower chairs.</p> <p>Interview, on 08/16/12 at 1:45 PM, with Housekeeper #3 revealed Housekeeping was responsible to clean the shower twice a day. She stated she had been in-serviced on cleaning the shower, however, she did not know who was responsible to clean between resident showers.</p>	F 252			

