

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

PRINTED: 07/02/2014
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 185358	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/19/2014
NAME OF PROVIDER OR SUPPLIER SIGNATURE HEALTHCARE OF TRIMBLE COUNTY			STREET ADDRESS, CITY, STATE, ZIP CODE 50 SHEPHERD LANE BEDFORD, KY 40006	
(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	F 000	F 364 Completion Date: 7/31/14	
F 364 SS=E	483.35(d)(1)-(2) NUTRITIVE VALUE/APPEAR, PALATABLE/PREFER TEMP Each resident receives and the facility provides food prepared by methods that conserve nutritive value, flavor, and appearance; and food that is palatable, attractive, and at the proper temperature. This REQUIREMENT is not met as evidenced by: Based on observation, interview and review of the facility's policy Food Temperatures, Food Temperature Logs, Resident Council Minutes and Grievance Reports, it was determined the facility failed to serve food at a palatable temperature to two (2) of sixteen (16) sampled residents (Resident #8 and #10) and five (5) of five (5) unsampled residents, (Unsampled Residents A, B, C, D and E). The facility served hamburger patties from the tray line at 115 degrees Fahrenheit (F) and a test tray revealed temperatures of the hamburger pattie was 100 degrees (F). The findings include: Review of the facility's policy regarding Food Temperatures, undated, revealed the point of service temperature to residents would be within the range of 120-140 degrees, the cook was responsible to see that all food was at the proper temperature, the temperature of all food items at	F 364	1. On 7/2/14 at 6:00 PM Resident #8 was interviewed by the Administrator regarding food temperatures related to the evening meal that was just served. Resident #8 response was "it was alright." Resident #8 was also asked in the past three days had he been served food that was not hot. Resident #8s response was "It has been alright, nothing to speak of (regarding temperatures)." At that time Resident #8 was reassured that if he ever got anything that was not hot enough that the staff of the facility could rewarm the item or get him something different. Resident #8 stated that he knew that. Resident #10 was interviewed by the Administrator on 7/2/14 at 5:15 PM regarding the food temperatures for his evening meal that has just been served. Resident #10 was having a salad and fruit cup and responded, "This meal is not supposed to be hot." Resident #10 was also asked if in the past	

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

X *Elisia [Signature]*

TITLE

X *NHA*

(X6) DATE

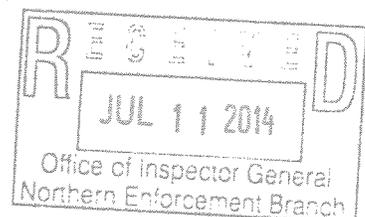
X *7/10/14*

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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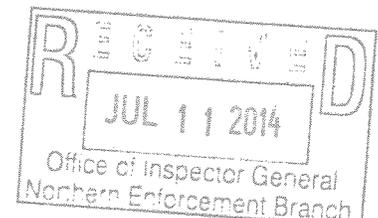
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F 364	<p>Continued From page 1 all meals would be taken and recorded and the temperature recommended for meat at the point of tray assembly was 160 degrees Fahrenheit (F).</p> <p>Review of the Resident Council Minutes from March, April, and May of 2014 revealed complaints by residents of cold food.</p> <p>Review of food temperature logs during the kitchen sanitation tour, on 06/19/14 at 1:50 PM, revealed hamburgers were not identified nor their temperature documented on any of the temperature logs for March, April and May 2014.</p> <p>Observation of the tray line during the afternoon meal, on 06/18/14 at 11:45 AM, revealed the hamburger patties had a temperature of one hundred fifteen (115) degrees (F) and the Chicken Pot Pie was one hundred sixty five (165) degrees (F). The Dietary Manager was observed reheating the hamburger patties in the steamer and the second temperature reading of the hamburger patties was one hundred forty-eight (148) degrees (F).</p> <p>Observation of a test tray, on 06/18/14 at 12:20 PM, with the Dietary Manager revealed the hamburger pattie had a temperature of one hundred (100) degrees (F) and the Chicken Pot Pie was one hundred twenty (120) degrees (F).</p> <p>Interview with the Dietary Manager, on 06/18/14 at 12:25 PM, after taste testing both the chicken pot pie and the hamburger revealed the chicken pot pie tasted much hotter than the hamburger</p>	F 364	<p>three days if he had been served food that was not hot and Resident #10 responded "No". Resident #10 also reported that he feels the food temperatures have gotten better recently. On 7/2/14 at 5:15 PM Unsampld Resident A was interviewed by the Administrator regarding food temperatures related to the evening meal that was just served. Unsampld Resident A stated that his meal of chicken noodle soup and bacon sandwich was hot.</p> <p>Unsampld Resident A was also asked in the past three days had he been served food that was hot, and he responded yes. Unsampld Resident A also stated "the hamburgers have been hot! Things have improved." On 7/2/14 at 5:10 PM Unsampld Resident B was interviewed by the Administrator regarding food temperatures related to the evening meal that was just served. Usampld Resident B stated "It is good, it is okay!" Unsampld Resident B was asked if in the past three days have you been served food that was not hot and her response was "no, the food</p>	



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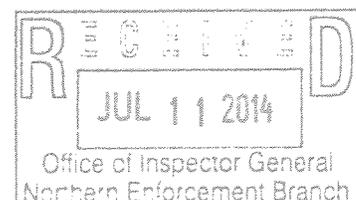
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F 364	Continued From page 2 pattie. Review of a Complaint/Grievance Report, dated 05/28/14, revealed the cheeseburgers were served cold. The action response to the grievance report was for the Dietary Manager to check the steam table every meal to make sure the water level was high enough. Interviews with Resident #8, on 06/17/14 at 3:00 PM, Resident #10 on 06/17/14 at 3:10 PM, Unsampld Resident A on 06/17/14 at 3:15 PM, Unsampld Resident B on 06/17/14 at 3:25 PM, Unsampld Resident C on 06/17/14 at 3:30 PM, Unsampld Resident D on 06/17/14 at 3:40 PM and Unsampld Resident E on 06/17/14 at 3:50 PM revealed the food served at the facility was cold. Resident #8 and #10 and Unsampld Residents A-E indicated they were members of the resident council and cold food had been discussed at the 03/25/14, 04/29/14, and 05/27/14 council meetings. Resident #8 and #10 and Unsampld Residents A-E also indicated the Dietary Manager and the Administrator had attended the 05/27/14 council meeting and were aware the food continued to be cold. Those residents revealed the Dietary Manager and the Administrator had done some monitoring with some of the resident council members to see if they were satisfied with the temperature of their food but that monitoring had not seemed to correct the problem. Interview with the Administrator, on 06/19/14 at 3:10 PM, revealed Unsampld Resident D consistently complained of cold food. The Administrator revealed the resident would always "piddle" around and not show up for the afternoon	F 364	has been good." On 7/2/14 at 5:30 PM Unsampld Resident C was interviewed by the Administrator regarding food temperatures related to the evening meal that has just been served. Unsampld Resident C stated that the "the meal was hot, it was just right". Unsampld Resident C was also asked in the past three days have you been served food that was not hot and she stated "no it has been just right". On 7/2/14 at 5:10 PM Unsampld Resident D was interviewed by the Administrator regarding food temperatures related to the evening meal that was just served. Unsampld Resident D stated the meal was "warm, it was warm enough". Unsampld Resident D was asked about the food that had been served in the past three days and she stated "when we had the rice and eggrolls it was hot. The eggroll was really hot". On 7/2/14 at 5:35 PM Unsampld Resident E was interviewed by the Administrator regarding food temperatures relate4d to the evening meal that had just been served. Unsampld Resident E state that the meal was "alright",		



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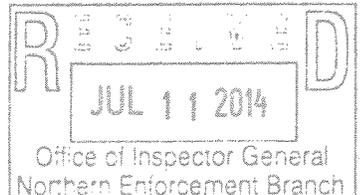
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F 364	<p>Continued From page 3</p> <p>meal sometimes until 1:00 PM. The Administrator revealed the staff were familiar with the resident and knew his/her routine so they would ask the resident if he/she wanted to eat in his/her room or in the dining room and then go ahead and serve the tray and leave it sitting on the table, even though the resident was not yet present for the meal. The Administrator stated waiting for Unsampled Resident D to arrive in the dining room and then make his/her tray would delay breaking down the tray line at the end of the meal.</p> <p>Interview with the Dietary Manager, on 06/19/14 at 2:00 PM, revealed she was aware of resident concerns regarding temperature of foods served and she had discussed the concerns with them during the May resident council meeting. She stated food temperature audits were completed in February in response to resident food temperature concerns; however, the audits were not documented. She further stated those audits consisted of staff interviews with residents to see if they were satisfied with food temperatures. The Dietary Manager indicated the facility had adjusted water temperatures in the steam table shortly after the residents complained of cold food in the 03/25/14 resident council meeting. However, the Dietary Manager revealed she was not sure what the manufacturer's recommendations were for the water level and she used her prior experience from the school system to determine where the water level should be. The Dietary Manager also revealed one of the residents she thought had complained about the food was a chronic complainer and came late to lunch almost every day which would delay breaking down the tray line. She stated the staff would place the resident's tray on a dining table in</p>	F 364	<p>and when she was asked if in the past three days have you been served food that was hot she stated "yes, I guess so".</p> <p>During resident interviews conducted by the Administrator and Chaplin between 7/2/14 thru 7/4/14 residents were encouraged to notify staff if they received food items that were not at their desired temperature. Starting on 7/3/14 staff were educated by the Staff Development Coordinator (SDC) the importance of asking residents if their food temperature is palatable.</p> <p>2. All residents have the potential to be effected by the cited deficient practice of food not being served as palatable, attractive, and at the proper temperature.</p> <p>On 7/2/14 thru 7/4/14 all resident were asked by either the Administrator or Chaplin if they're meal they had just been served was hot and if in the past three days have you been served food that was not hot. On 7/3/14 at 12:43 PM after the noon meal one resident stated that her gravy was not hot enough and staff warmed it to her satisfaction.</p>		



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F 364	Continued From page 4 the dining room and then the resident would be thirty (30) minutes late coming to the tray. The Dietary Manager could not give a reason why the tray was not held in a warmer until the resident came to the dining room. The Dietary Manager could not provide any further evidence of any actions taken to address the resident's complaints regarding cold food.	F 364	During resident interviews conducted by the Administrator and Chaplin between 7/2/14 thru 7/4/14 residents were encouraged to notify staff if they received food items that were not at their desired temperature. Starting on 7/3/14 nursing staff was educated by the SDC on the importance of asking residents if their food temperature is palatable. 3. On 6/25/14 the policy on Food Temperature Monitoring was reviewed and updated by the Administrator and Dietary Manager. On 6/25/14 dietary staff was in-serviced by the Dietary Manager on the policy of Food Temperature Monitoring. The in-service included how to take temperatures of food 30 minutes prior to tray line starting, and what to do if food is not at proper temperatures. Dietary staff was also educated by the dietary manager using the stated policy for what appropriate temperatures should be for hot foods and cold foods. On 6/25/14 dietary staff was educated by the Dietary Manager on the new Food Temperature Monitoring chart and how to complete the chart.		

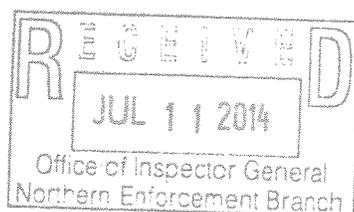


There are enough spaces on this chart for all food that is present on the tray line, and where each individual food can be written in and the temperature recorded.

On 7/3/14 thru 7/14/14 staff in the nursing department and dietary department were educated by the SDC to not deliver trays to residents that are not yet in the dining room or ready for meal service. Staff was also educated on the importance of asking the resident when they will be ready for their meal tray. Staff was educated that when they see the resident enter the dining room it was at that time that they could notify the dietary staff that the resident was ready for their meal. At that time the dietary staff would prepare a fresh hot plate for the resident.

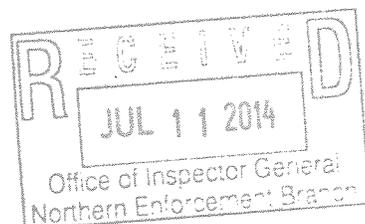
On 7/2/14 the Administrator had a conversation with Unsampled Resident D regarding to her meal delivery and ensuring she receives hot meal. Unsampled Resident D was informed that staff will start asking her if she would like her meals brought to her room or if she would like to eat in the activity room. Unsampled Resident D was also asked to notify staff when she enters the dining room so that the staff can get her meal from the kitchen. Unsampled Resident D was explained that staff would be looking for her to enter the dining room. Unsampled Resident D expressed understanding of this process and was acceptable of the process thus to ensure she receives a hot palatable meal.

4. On 7/2/14 thru 7/4/14 an audit was conducted by the Administrator and the Chaplin regarding resident's satisfaction with meal temperatures.



Starting 7/7/14 daily during a meal one of the following individuals Dietary manager, Administrator, Chaplin, SDC, SSD and the week-end manager will audit 10% of the residents for satisfaction regarding if their food was of proper temperature and palatable. If a resident is found to be dissatisfied the individual asking the resident will offer to warm up the meal or to get a replacement. Weekly the Dietary Manager will review the satisfaction audits to ensure that residents are being served meals that are palatable and of proper temperature. Monthly the dietary manager will provide a report of the audits to the facility QAPI committee for review. At the time the reports show 100% compliance for three consecutive months the QAPI committee will recommend that the audit be reduced to three times a week.

Starting 7/3/14 Five days a week the dietary manager will review the temperature logs as compared to the facilities menu to ensure all items served were written down and temperatures were taken. If there are items found to have not been written down or temperatures found out of compliance the individual responsible for entering the items will be re-educated by the dietary manager on the importance of documenting temperatures of all items and proper temperatures. Monthly the dietary manager will submit a report of her temperature log audits to the facility QAPI committee. At the time the reports show 100% compliance for three consecutive months the QAPI committee will recommend that the audit be reduced to three times a week.

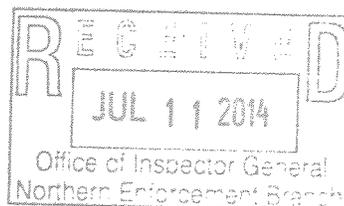


Three times a week starting 7/2/14 Unsampled Resident D

will be asked by the Dietary Manager, Administrator, SDC, SSD or Chaplin if she has received her meal after she was seated at the table. She will also be asked if the meal was of proper temperature and palatable. Her responses will be documented and submitted to the facility QAPI committee for monthly review. If during interview with Unsampled Resident D if she had her tray left for her at the table and with undesirable temperatures and not palatable staff will be re-educated by the SDC on the importance of not delivering a residents tray until they are seated at the table, and the importance of asking residents if there food is of proper temperature and palatable.

Starting 7/7/14 the administrator will request a test tray to review the temperature and palatable of the food served. The finding of the test tray will be reviewed with the dietary manager. Results of the test trays will determine if the facility dietary department is following policy and procedure and if additional education is needed. Monthly the administrator will submit a report of test trays to the facility QAPI committee for review.

Monthly the Dietary manager and Administrator will attend, if invited the resident council meeting to ask for updates regarding food temperatures. The minutes from the resident council will be entered into the facilities QAPI monthly review.



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K 000 INITIAL COMMENTS

CFR: 42 CFR 483.70(a)

BUILDING: 01

PLAN APPROVAL: 1977

SURVEY UNDER: 2000 Existing

FACILITY TYPE: S/NF DP

TYPE OF STRUCTURE: One (1) story, Type V Unprotected.

SMOKE COMPARTMENTS: Four (4) smoke compartments

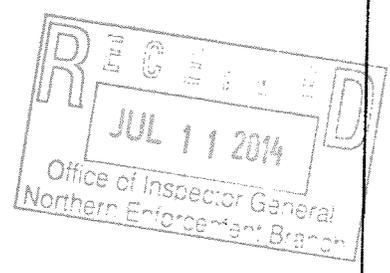
FIRE ALARM: Complete fire alarm system with heat and smoke detectors.

SPRINKLER SYSTEM: Complete automatic dry sprinkler system.

GENERATOR: Type II, 85 KW generator. Fuel source is natural gas.

A Recertification Life Safety Code Survey was conducted on 06/18/14. The facility was found to be in compliance with the Requirements for Participation in Medicare and Medicaid in accordance with Title 42, Code of Federal Regulations, 483.70 (a) et seq. (Life Safety from Fire).

K 000



LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Elisio Trogi</i>	TITLE <i>NMR</i>	(X6) DATE <i>7/10/14</i>
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