

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER <b>235214</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED <b>03/11/2020</b>
NAME OF PROVIDER OF SUPPLIER <b>CAMBRIDGE NORTH HEALTHCARE CENTER</b>		STREET ADDRESS, CITY, STATE, ZIP <b>535 N MAIN CLAWSON, MI 48017</b>	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
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F 0689  <b>Level of harm - Actual harm</b>  <b>Residents Affected - Few</b>	<p><b>Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.</b></p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b></p> <p>This citation pertains to Intake Number MI 570 Based on observation, interview, and record review, the facility failed to assess a resident for safety with handling hot liquids, and ensure assistance with feeding to [MEDICAL CONDITION] one (R#701) of three residents reviewed for monitoring during meals, resulting in redness, blisters, [MEDICAL CONDITION] required a visit to the emergency room (ER). Findings Include: A facility reported incident (FRI) was filed with the State Agency (SA) on 2/24/2020 that reported the resident spilled hot soup on her lap while not being monitored. On 3/11/20 at 12:35 p.m., R#701 was in her room being assisted by Restorative Certified Nursing Assistant (RCNA) 'A' with transfer from bed to wheelchair for her lunch meal. When asked about the incident on 2/13/20, R#701 stated, I was holding my soup in one hand and the cup in the other. My table-mate reached over to brush off some soup that had wasted on my top. R#701 further stated, That was too much for me to do myself, because I am slow at doing things. R#701 was asked if any of the staff asked to assist her with her lunch meal that day, R#701 stated, No because I hardly ever have soup . We told them we like soup in the wintertime and they just started giving it to us . R#701 was asked if she used special utensils to eat and stated, No, I use the regular stuff they have. It's just as good as any. When queried if she was wearing a clothing protector, R#701 stated, No, we didn't have any clothing protectors. When asked if staff usually assist her with eating her meals, R#701 stated, No one helps me normally. When asked if there was staff in the dining room at the time of the incident, R#701 stated, I'm not sure if staff was in the dining room at the time. When asked where the soup spilled, R#701 stated, The soup spilled out of the bowl into my lap. When asked if the soup was too hot, R#701 stated, No, I like it hot and I like my coffee hot. My table-mate (R#702) said 'It is finally good to get some hot soup.' R#701 further stated, I tried to brush it (soup) off, but I'm just so slow. It was all down the front. I didn't let anyone know that I needed help until we got back in here (room). The aide (CNA 'B') wanted to change my brief. They always do that before they lay me down. It was real red there. She (CNA 'B') got the nurse (Licensed Practical Nurse - LPN 'C') and they decided to take me to (Name) Hospital 'D'. They said something about a second degree . On 3/11/20 at 12:45 p.m., R#702 was observed in the first-floor dining room sitting at the table with R#701. When asked if she knew about the incident that happened with R#701, R#702 stated, (Name) R#701 said, 'I spilled my soup', I was trying to wipe it off of her. When asked if R#701 was wearing a clothing protector, R#702 stated, I don't remember, but usually she is, but I don't remember that day. R#702 was asked if she ever needed help with eating her meals. R#702 stated, No, I feed myself, but I help her (pointing at R#701). On 3/11/20 at approximately 12:50 p.m., while R#701 and R#702 were observed in the first-floor dining room sitting at the table engaged in conversation with RCNA 'A', the lunch meal was served that included broccoli soup. When asked if R#701 was usually assisted with her meals, RCNA 'A' stated, We have a list of residents that need assistance. When asked if R#701's name was on the list for assistance, RCNA 'A' stated, I think they are going to add her. Further review of the facility's I/A (Incident/Accident) dated 2/13/2020 02:05 PM - revealed the following: . (Name Redacted) 'R#701' . Was Harmed: Yes . Cognitive Status: Independent. BIMS Score: 15 . Type of Injury/Harm: Physical . Ambulatory Status at Time of Incident: Total Dependence . Diagnosis: [REDACTED]. Were there any witnesses? Yes. Name: (Name) R#702 . Date/Time Incident Discovered: 2/05/2020 02:05 PM. Date/Time Incident Occurred: 2/05/2020 02:05 PM. Facility Investigator: (Name) Administrator. Incident Summary: Resident stated that she spill (sic) her soup and upon assessment resident has reddened area with blisters on bilateral thighs . Submitted by: (Named Redacted) Administrator. Submitted Date/Time: 2/14/2020 12:23 PM. A review of the clinical record revealed R#701 was originally admitted into the facility on [DATE] and readmitted on [DATE] with [DIAGNOSES REDACTED]. The quarterly Minimum Data Set (MDS) assessment dated [DATE] revealed R#701 had a Brief</p> <p>Interview for Mental Status (BIMS) exam score of 15 which indicated intact cognition and required extensive to total care assistance with one to two-person physical assist with activities of daily living (ADLs). R#701 required limited assistance with one-person physical assist with eating. The facility's care plans revealed the following: Focus: I have potential alteration in nutrition, Mechanically altered diet, r/t (related to) [MEDICAL CONDITION], difficulty with self feeding at times. I need feeding assistance at times/set up assistance . Date Initiated: 04/19/2018. Revision on: 11/27/2019. Goal: . Skin to remain intact as feasible. Date initiated: 08/12/2015. Revision on: 02/13/2020. Interventions: I do need help with feeding myself at meals and snacks- please assist me. Please encourage me to slow my rate of intake, take smaller bites and alternate between liquids and solids if you notice increased oral residue. Dated Initiated: 04/01/2019. Revision on: 07/25/2019. Focus: I have difficulty navigating eating utensils to my mouth. Date Initiated: 07/15/2019. Goal: I will get assistance with eating all meals. Date Initiated: 07/15/2019. Revision on: 02/16/2020. Interventions: I will receive assistance with all meals as I allow. I like my independence please re approach as needed. Date Initiated: 07/15/2019. Revision on: 02/16/2020. The SBAR (Situation, Background, assessment, Recommendation) Communication Form and Progress Note</p> <p>dated 2/13/20 15:28 (3:28pm) revealed the following: . Assessment (RN - Registered Nurse) or Appearance (LPN) . LPN . Resident stated she had spilled soup in lap during lunchtime. Observed resident in bed with bilateral reddened areas at inner thigh Left leg measures 9 x 8 cm (centimeters) and Right Leg measures 7.8 cm x 5.5 cm both with multiple closed blisters noted. After interviewing resident, she stated that she inadvertently drifted asleep while eating and knocked soup onto lap. Transfer to the (Name) hospital 'D' .Specify other new orders ([MEDICATION NAME] Cr (Cream) 1% to bilateral thighs Q (every) 12 hrs. Further review of R#701's meal ticket provided by the facility revealed R#701 received the following meal: REGULAR - THURSDAY . LUNCH 2/13/2020, GROUND BREADED CHICKEN PATTY* - 3/8, 1 CUP MAYONNAISE (OZ)-2 OZ, CAPRI VEGETABLE BLEND-1/2 CUP, POTATO WEDGES-1/2 CUP . CORNBREAD-1 SQUARE, . SOUP OF THE DAY-8 OZ . It was not documented on the meal ticket whether R#701 should be assisted with hot liquids (soup). A review of the facility's Service Line Checklist for 2/13/20 revealed the temperature for chicken soup during the lunch meal was 164 degrees Fahrenheit (DF). Further review of the service line checklist revealed temperatures for hot foods are greater than or equal to 135 DF. there was no signature or initial of whomever completed the list. R#701's feeding assessment for hot liquids (before the incident on 2/13/20) was requested, but not provided before the end of the survey. However, the facility submitted an Occupational Therapy (OT) Addendum dated 2/18/2020 04:19 PM that read as follows: Date of Note: 2/18/2020 . Summary. Note: Discussion on this day re: recommendation for use of AE (as evidence) during self-feeding tasks, specifically with consumption of soup in order to increase safety and independence in self-feeding tasks. Pt (patient) agreeable to trial of weighted mug with mud lid in order to promote safety and reduce risk for spillage; AE order placed on this day. Pt demonstrates ability to participate in self-feeding task with min (minimum) assist/CGA (Contact Guard Assist) and increased time for completion of self-feeding tasks due to disease process ([MEDICAL CONDITION]). Pt with AROM (Active Range of Motion) WFL (Within Functional Limits) and addressing deficits in BUE (Bilateral Upper Extremities) strength, including grip strength, at this time with skilled OT services. Electronically signed by OTR/L 'E'. On 3/11/20 at 1:52 p.m., during an interview, when asked</p>		
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE		(X6) DATE

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 0689  <b>Level of harm - Actual harm</b>  <b>Residents Affected - Few</b>	<p>(continued... from page 1)</p> <p>about the process for tempting foods before they are served to the residents, Dietary Manager 'F' stated, For our hot foods, we take the temperatures as they are produced out of the stove and oven. We make sure they hit their safe zones. We put the food on the steam table. Right before we start serving, we tempt them again while they are on the steam table. We make sure they are at holding temperature of 135 degrees Fahrenheit or higher. We record them and then we begin serving. On 3/11/20 at 3:31 p.m., an interview was conducted with CNA 'B' about the incident with R#701 on 2/13/20. When asked if she was assigned to R#701 on 2/13/20 during the day shift, CNA 'B' stated, Yes, I was. When asked if R#701 require assistance with feeding at mealtimes, CNA 'B' stated, Sometimes when she need it. It's limited assistance with one-person physical assist. CNA 'B' was asked what that meant and stated, Sometimes she (R#701) need help, but we still sit there and watch her. CNA 'B' was queried further, if anyone was sitting with R#701 on the day she spilled the hot soup, CNA 'B' stated, I really couldn't tell you because I was the hall person that day, so I was in the hallway. CNA 'B' was asked if anyone else assisted R#701 with her lunch meal on 2/13/20. CNA 'B' stated, I can't answer that because I wasn't in the dining room at all. When I got through picking up my trays, I laid her down. She told me that she wasted her soup. When I laid her down and changed her pants and her brief. CNA 'B' was asked to describe what she saw. CNA 'B' stated, I seen redness from where the soup had wasted on her. I ran and got my nurse (LPN 'C') and reported it to her. She reported it to the Administrator. On 3/11/20 at 3:51 p.m., a call was placed to LPN 'C'. There was no answer and the greeting recorded message was that the Person did not have a voice mail set up. On 3/11/20 at 4:00 p.m., the Administrator was made aware of LPN 'C's greeting message and later stated that LPN 'C' was on vacation and not available. On 3/11/20 at 4:56 p.m., during an interview with LPN/Unit Manager 'G', when queried if R#701 was supposed to be assisted with feeding during meals, LPN 'G' stated, If I had to guess, she is assist, but she is pretty independent. when asked if it was documented at any time that R#701 refused to be assisted with her meals, LPN 'G' stated, I'm not aware of that. On 3/11/20 at 5:25 p.m., The Director of Nursing (DON) was interviewed and stated, In reviewing her (R#701's) information, it was my understanding that she was limited assist with assistance as needed. The DON was asked if the MDS coded R#701 as one-person physical assist, should R#701 have had a staff member assisting with her lunch meal. on 2/13/20, the DON stated, Yes. The DON was asked if the resident refused assistance with her meals if it was documented in a progress note or the care plan, the DON stated, that I would have to check. No further information was provided before the end of the survey. On 3/11/20 at 6:15 p.m., an interview was conducted with the Administrator and DON. When asked what the expectation of the facility was if R#701 had limited assistance with one-person physical assist for eating, the Administrator stated, The expectation is that she has the assistance that is needed or the care plan be updated at that time. A review of the facility's policy titled Meal Service revised March 2012 revealed the following: Guidelines. Resident Supervision: A licensed nurse will be available during all meals to assist, if necessary. For residents who eat in their room, supervision levels vary according to the resident's ability to safely consume food. Feeding Assistance: Staff assisting residents with eating should sit at the resident's level. Clothing protectors are used when necessary to protect the resident's clothing. Offer fluids throughout the meal to aid in eating/swallowing. The policy did not address the assistance with hot food or liquids.</p>		