

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

PRINTED: 12/28/2007
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 045098	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/12/2007
NAME OF PROVIDER OR SUPPLIER GOLDEN LIVINGCENTER - GOLF LINKS			STREET ADDRESS, CITY, STATE, ZIP CODE 552 GOLF LINKS ROAD HOT SPRINGS, AR 71901	
(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 282 SS=E	<p>483.20(k)(3)(ii) COMPREHENSIVE CARE PLANS</p> <p>The services provided or arranged by the facility must be provided by qualified persons in accordance with each resident's written plan of care.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, record review and interview, the facility failed to ensure the physician's plan of care was implemented for 3 (Residents #6, #9 and #11) of 4 case mix residents with physician orders for therapeutic diets or nutritional supplements (Residents #3,# 6, #9 and #11). The failed practice had the potential to affect 41 residents with physician orders for therapeutic diets or nutritional supplements, as documented on the facility's Diet List dated 12/10/07. The findings are:</p> <p>1. Resident #6 had a diagnosis of Diabetes Mellitus. The Clinical Observation Form dated 12/8/07 documented the resident was severely impaired in cognitive skills for daily decision making and required supervision and extensive assistance for eating.</p> <p>a. A physician order dated 11/28/07 documented the resident was to receive Boost Diabetic liquid, 1 can by mouth 3 times daily with meals. A physician order dated 12/7/07 documented: "1800 calorie ADA [American Diabetes Association] > [greater than] 2200 calorie."</p> <p>b. On 12/10/07, the facility's menu did not include a meal plan for residents on 1800 or 2200 calorie ADA diets. The meal plan for a 1200 to 1400</p>	F 282		

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 282	<p>Continued From page 1</p> <p>calorie ADA diet documented those residents were to receive 2 ounces of fat-free chicken livers, 1 ounce of poultry gravy, 1/4 cup of navy beans, 1/2 cup of fat-free collard greens, 1/2 cup of diet cherries, 8 ounces of unsweetened tea, 4 ounces of skim milk, 1 sugar substitute packet, 1 salt packet and 1 pepper packet and NO margarine for the lunch meal.</p> <p>c. On 12/10/07 at 12:55 p.m., the resident received a lunch tray with 8 ounces of chocolate milk instead of skim milk, fortified soup, 2 fried chicken legs instead of fat-free chicken livers, 1/2 cup of regular collard greens instead of fat-free collard greens, cornbread (which was not listed on the ADA diet menu), margarine and cherry cake instead of diet cherries. The resident did not receive a Boost supplement with the meal.</p> <p>d. On 12/10/07, the facility's menu for the evening meal did not include a meal plan for 1800 to 2200 calorie ADA diets. The menu for a 1200 to 1400-calorie ADA diet documented those residents should receive baked meatloaf, 1/4 cup of diet mashed potatoes, fat-free okra and tomatoes, 1/2 cup of peach slices, 4 ounces of skim milk, no roll and no margarine.</p> <p>e. On 12/10/07 at 5:30 p.m., the resident was served 8 ounces of chocolate milk instead of 4 ounces of skim milk, a roll (instead of no roll) and carrot cake instead of peach slices. No Boost was served to the resident. Regular Boost and Diabetic Boost were available in the store room and refrigerator in the kitchen at this time.</p> <p>2. Resident #9 had a diagnosis of Alzheimer's Disease. The MDS dated 9/17/07 documented the resident was moderately impaired in cognitive</p>	F 282			

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F 282	Continued From page 2 skills for daily decision making, required limited assistance for eating, had chewing problems and left 25% or more food uneaten at most meals. a. A physician order dated 12/31/05 documented the resident was to receive a regular diet and, "add PB&J [peanut butter and jelly] to lunch and dinner, melted margarine over foods, fortified foods w/ [with] meals, x-tra [extra] eggs or meats @ [at] brk [breakfast]..." This was documented on the December 2007 Physician Orders sheet as the resident's current diet order. b. On 12/10/07, the facility's menu for the lunch meal documented the residents on regular diets were to receive fried chicken, navy beans, collard greens, cornbread and cherry delight cake. c. On 12/10/07 at 12:25 p.m., the resident received the fried chicken, navy beans, collard greens, cornbread and cherry cake, but did not receive a peanut butter and jelly sandwich and no melted margarine was added to any of the food items on the resident's plate. d. On 12/10/07, the facility's menu for the evening meal documented the residents on regular diets were to receive mushroom meatloaf, mashed potatoes with milk, stewed okra and tomatoes, a roll and margarine and spiced peaches. e. On 12/10/07 at 6:00 p.m., the resident was served the mashed potatoes, meatloaf, roll, okra and tomatoes and carrot cake with whipped topping icing. The resident did not receive a peanut butter and jelly sandwich and no margarine was on the tray.	F 282			

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F 282	Continued From page 3 3. Resident #11 had diagnoses of Renal Failure and Diabetes Mellitus. The MDS dated 10/18/07 documented the resident was independent in cognitive skills for daily decision-making and required supervision and set-up assistance with eating. a. A physician order dated 12/1/07 documented the resident was to receive a controlled carbohydrate dialysis diet and, "add large meat servings at meals." b. On 12/10/07, the facility's menu for the noon meal documented the residents on dialysis diets were to receive salt-free fried chicken, poultry gravy, salt-free butter rice, salt-free collard greens, white bread with 2 margarine pats and 1/2 cup of sweet cherries. c. On 12/10/07 at 1:00 p.m., the resident's tray was heated in the microwave. The tray consisted of 2 fried chicken legs, regular navy beans instead of salt-free butter rice and regular collard greens instead of salt-free collard greens. d. On 12/10/07, the facility's menu for the evening meal documented the residents on dialysis diets were to receive salt-free baked meatloaf, 1/4 cup of diet mashed potatoes, salt-free stewed okra and tomatoes, peach slices, a roll and 2 margarine pats. e. On 12/10/07 at 5:43 p.m., the resident was served regular meatloaf instead of salt-free meatloaf, 1 bowl of ravioli instead of diet mashed potatoes, regular okra and tomatoes instead of salt-free okra and tomatoes and carrot cake instead of peach slices.	F 282			
F 363	483.35(c) MENUS AND NUTRITIONAL	F 363			

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F 363 SS=E	Continued From page 4 ADEQUACY Menus must meet the nutritional needs of residents in accordance with the recommended dietary allowances of the Food and Nutrition Board of the National Research Council, National Academy of Sciences; be prepared in advance; and be followed. This REQUIREMENT is not met as evidenced by: Based on observation, record review and interview, the facility failed to ensure foods were prepared and served in accordance with the planned, written menu. The failed practice had the potential to affect 81 residents who received meals from the kitchen, according to the Diet List dated 12/10/07. The findings are: 1. On 12/10/07, the facility's lunch menu documented all diets with the exception of renal diets and calorie-controlled diets were to receive 2 ounces of fried chicken. a. On 12/10/07 at 12:45 p.m., the residents were served 1 fried chicken leg (unless double meat portions were indicated on the tray ticket). b. On 12/10/07 at 1:55 p.m., Dietary Employee #6 was asked to weigh 1 fried chicken leg without the bone. The employee removed the leg meat from the bone and it weighed 3/4 ounce. When the leg bone was added, the total weight was approximately 1 ounce. 2. On 12/10/07, the facility's lunch menu for renal and dialysis diets documented the fried chicken, rice and collard greens served to these residents	F 363			

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F 363	<p>Continued From page 5</p> <p>should be salt free. As of 12:45 p.m., no salt-free fried chicken, rice or greens were prepared for the residents on renal and dialysis diets.</p> <p>3. On 12/10/07, the lunch menu for the 1200 to 1400 calorie diets documented fat-free chicken and collard greens. There were 2 residents in the facility with physician orders for 1800 calorie diets. The facility's menu did not include a meal plan for 1800 calorie diets and as of 12:45 p.m. when the lunch meal was served, no fat-free chicken and greens were prepared.</p> <p>4. On 12/10/07, the facility's menu for the evening meal documented the residents on renal diets were to receive salt-free baked meat loaf, diet mashed potatoes and salt free stewed okra and tomatoes.</p> <p>a. On 12/10/07 at 3:00 p.m., Dietary Employee #6 stated she used two 49.5-ounce cans of condensed cream of mushroom soup in 20 pounds of ground beef for the meatloaf because, "renals can't have salt."</p> <p>b. On 12/10/07, the label on one can of cream of mushroom soup documented 1010 milligrams of sodium per 1/2 cup of condensed soup and 11 servings per can. This would yield a total 22,220 milligrams sodium for the 2 cans of soup that had been put in the meatloaf. According to the Resident Census and Conditions of Residents form, there were 80 residents residing in the facility. The sodium content of the mushroom soup in the meatloaf (22,220) divided by 80 servings equaled a total of 275 milligrams of sodium per serving of meatloaf.</p> <p>c. On 12/10/07 at 3:22 p.m., Dietary Employee</p>	F 363			

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F 363	Continued From page 6 #6 prepared okra and tomatoes for the renal diets. She stated she added margarine to the okra and tomatoes for renal diets because, "I'm not going to put any seasoned salt or anything like that in there." The nutrition information on a 1-pound block of margarine documented salt as the fourth ingredient.	F 363		
F 364 SS=E	483.35(d)(1)-(2) FOOD 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 and interview, the facility failed to ensure food items reached the residents at a palatable temperature and that effort was made to prevent bread products from becoming soggy prior to serving. The failed practice had the potential to affect 81 residents who received meals from the kitchen, as documented on the Diet List dated 12/10/07. The findings are: 1. On 12/10/07 at 10:30 a.m., 6 of 6 residents who participated in the group interview stated that when they received their food, it was always cold, whether it was delivered to them in their rooms or in the dining room. The following statements were made during the interview: "The food's not hot enough." "It's [food] cold in the dining room and if it goes to the rooms it's even worse." a. On 12/10/07 at 12:30 p.m. a cart of 13 trays	F 364		

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F 364	<p>Continued From page 7</p> <p>plus a test tray arrived on E-hall. At 12:45 p.m., immediately after the last resident tray was removed from the cart, a test tray registered the following temperatures:</p> <ol style="list-style-type: none"> 1.) Rice - 110 degrees Fahrenheit. 2.) Pureed collard greens - 110 degrees Fahrenheit. 3.) Fried chicken leg - 110 degrees Fahrenheit. 4.) Pureed navy beans - 100 degrees Fahrenheit. <p>b. On 12/10/07 at 6:30 p.m., immediately after the last resident tray was removed from the Hall E meal cart, a test tray registered the following temperatures:</p> <ol style="list-style-type: none"> 1.) Mashed potatoes - 100 degrees Fahrenheit. 2.) Meatloaf - 100 degrees Fahrenheit. 3.) Pureed okra and tomatoes - 100 degrees Fahrenheit. 4.) Pureed meatloaf - 100 degrees Fahrenheit. 5.) Ice cream - melted and pourable. <p>2. On 12/10/07 at 5:43 p.m., one resident on a dialysis diet was served ravioli in a bowl and meatloaf, mashed potatoes and okra and tomatoes with a whole wheat roll on a plate. The roll was saturated with juices from the meatloaf, okra and tomatoes when the resident received the tray. The resident removed the roll and placed it on the edge of her plate. The roll was left on the plate uneaten at the end of the meal.</p>	F 364			

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F 369 SS=D	<p>483.35(g) DIETARY SERVICES - ASSISTIVE DEVICES</p> <p>The facility must provide special eating equipment and utensils for residents who need them.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation and record review, the facility failed to ensure adaptive equipment was provided to facilitate independence with eating for 1 of 1 case mix resident care planned for adaptive eating devices (Resident #9). The failed practice had the potential to affect 4 residents in the facility who used adaptive equipment for meals, as identified by the Administrator on 12/12/07 at 12:50 a.m. The findings are:</p> <p>Resident #9 had diagnoses of Alzheimer's Disease and Osteoporosis. The Minimum Data Set dated 9/17/07 documented the resident was moderately impaired in cognitive skills for daily decision making, required limited assistance with eating and left 25% or more of food uneaten at most meals.</p> <p>a. The Care Plan dated 9/17/07 documented: "Problem: nutrition - resident is edentulous, but states that she can consume regular diet without difficulty, risk for weight loss... Goal: will maintain current nutritional status as evidenced by no significant weight loss or gain this quarter... Approaches: resident to be using weighted spoon and fork during meals due to tremors... feed or assist with meals as needed."</p> <p>b. The Nutritional Screening and Assessment form dated 9/17/07 documented: "Adaptive feeding devices: yes, weighted spoon and fork."</p>	F 369			

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F 369	Continued From page 9	F 369			
F 371 SS=E	<p>c. On 12/10/07 at 12:25 p.m., the resident received a lunch tray. No weighted spoon or fork was provided. She picked up the regular spoon, took one bite of the fortified soup, then laid the spoon down and used her hands to eat the chicken, cornbread and cake.</p> <p>d. On 12/10/07 at 6:00 p.m., the resident received a supper tray and no weighted fork or spoon was provided. Licensed Practical Nurse (LPN) #1 set up the resident's meal tray, then proceeded to spoon-feed the resident instead of encouraging the resident to feed herself.</p> <p>483.35(i)(2) SANITARY CONDITIONS - FOOD PREP & SERVICE</p> <p>The facility must store, prepare, distribute, and serve food under sanitary conditions.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation and record review, the facility failed to ensure proper handwashing techniques were followed during food preparation, to prevent potential cross-contamination and failed to ensure the ice machine was maintained in clean and sanitary condition. The failed practices had the potential to affect 81 residents who received meals from the kitchen, as documented on the Diet List dated 12/10/07. The findings are:</p> <p>1. On 12/10/07 at 11:34 a.m., Dietary Employee #4 washed his hands, then used his bare hand to turn the water off before obtaining a paper towel</p>	F 371			

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F 371	<p>Continued From page 10</p> <p>and drying his hands. The employee then handled the clean water pitchers to fill them with beverages for the lunch meal.</p> <p>a. On 12/10/07 at 11:38 a.m., Dietary Employee #4 again washed his hands, then used his bare hand to turn the water off before obtaining a paper towel and drying his hands.</p> <p>b. On 12/10/07 at 3:06 p.m., Dietary Employee #4 washed his hands, then used his bare hand to turn the water off before obtaining a paper towel and drying his hands. The employee then donned gloves and placed sugar cookies into paper bags for resident snacks.</p> <p>c. The facility's handwashing policy documented: "...Use disposable hand towel to turn off faucet."</p> <p>2. On 12/10/07 at 2:10 p.m., the ice machine had a thick slimy, black and pink mucus-like substance that extended the entire length of the plastic panel border inside the ice machine.</p>	F 371			