

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 345080	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/30/2020
NAME OF PROVIDER OF SUPPLIER BRIAN CENTER HEALTH & REHAB HICKORY VIEWMONT		STREET ADDRESS, CITY, STATE, ZIP 220 13TH AVENUE PLACE NW HICKORY, NC 28601	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		
F 0880 Level of harm - Minimal harm or potential for actual harm Residents Affected - Many	Provide and implement an infection prevention and control program. Based on observation, staff interview, and review of the facility's policies and procedures, the facility failed develop a policy that addressed when laundry staff were to perform hand hygiene and what PPE (Personal Protective Equipment) they were to wear. Additionally, a laundry aide was observed not wearing any PPE while handling clean and dirty laundry nor perform hand hygiene after touching soiled linen laundry for 1 of 1 staff observed processing laundry. These failures occurred during a COVID-19 pandemic and had the potential to affect all residents in the facility. Findings included: Review of the facility's policies and procedure revealed there were no policies that addressed when laundry staff were to perform hand hygiene or what PPE staff were required to wear when processing laundry. According to the facility protocol document titled Managing COVID-19 in your facility Tool Kit C dated 4/23/20 and signed by the medical director on 05/29/20 indicated all staff must be meticulous with hand hygiene and the use of PPE. An observation on 06/16/20 at 2:05PM revealed Laundry Aide #1, was working in the laundry department and was not wearing any PPE. Laundry aide #1 was observed to use her bare hands to place soiled linen in a washing machine. After she handled the soiled linen, she did not perform hand hygiene before she used her bare hands to remove clean linen from a washing machine and place this linen in the dryer. Laundry aide #1 did not use PPE during the handling of linen on the dirty side of the laundry department and she did not perform hand hygiene after touching the dirty linens. A hand washing sink, with liquid soap and paper towels was observed in the laundry room next to the exit door on the clean linen side of the laundry room where administrative staff were observed performing handwashing. An interview was conducted on 06/16/20 at 2:07 PM with Laundry Aide #1 who acknowledged she did not use PPE during handling of linen on the dirty side of the laundry department. She stated she had arrived at work and began performing daily task before donning PPE and did not wash her hands after handling the dirty linens. She further revealed she should have worn a mask, apron, and gloves when handling all laundry on the dirty side of the laundry room followed by washing her hands. An interview was conducted on 06/16/20 at 2:15 PM with the Housekeeping Director who acknowledged the proper PPE including an apron, mask, and gloves should have been worn by all laundry staff when performing duties on the dirty side of the laundry room followed by hand hygiene. He stated the facility was doing all laundry including resident's personal items due to enforcement of no visitation during the pandemic. He further revealed the laundry staff scheduled for second shift, which included Laundry Aide #1, were also responsible for cleaning and sanitizing the main corridor of the building including resident halls 400 and 500 daily and by not wearing the proper PPE while handling linens in the laundry room increased the risk for the spread of infection during the COVID-19 pandemic to the residents and staff. An interview was conducted on 06/22/20 at 12:51 PM with the Housekeeping District Manager who acknowledged that all housekeeping and laundry staff had received training on the proper use of PPE and hand hygiene since the start of the COVID-19 pandemic began and had returned demonstration of their knowledge. He stated all laundry staff should wear PPE to include gloves, apron and mask when handling linen in the dirty side of the laundry room. He further indicated the lack of use of proper PPE when handling linens could increase the risk of the spread of infection. Additionally, he was unable to provide any specific policies for laundry staff related hand hygiene and PPE to be worn when handling facility laundry. An interview was conducted by phone with the Infection Control Nurse/Assistant Director of Nursing on 06/24/20 at 09:46 AM revealed laundry staff had received education from the Housekeeping Director on donning and doffing of PPE while performing task in the laundry department and performing hand hygiene. She indicated lack of use of PPE when handling soiled linen could increase the risk of spread of infection. Additionally, she confirmed all policies and procedures used for housekeeping and laundry staff were provided through the contracted agency and she did not have access to these documents.		
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.