

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 525522	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/19/2020
NAME OF PROVIDER OF SUPPLIER GRANCARE NURSING AND REHAB CTR		STREET ADDRESS, CITY, STATE, ZIP 517 E DIVISION ST FOND DU LAC, WI 54935	
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	<p>Provide and implement an infection prevention and control program.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</p> <p>Based on observation, record review and staff interview, the facility did not establish and maintain an infection control program designed to help prevent the development and transmission of disease and infection related to laundry services. This practice had the potential to affect 40 of 40 residents in the facility. Between 2/01/20 and 3/18/20, the facility washed 106 loads of laundry that required detergent without detergent, 14 loads of laundry that required bleach without bleach, and 24 loads of laundry that required Sour (a pH [MEDICATION NAME] used to protect linens from chlorine damage and help adjust the pH of garments to that of skin, helping to minimize potential skin irritations) without Sour. Findings include: On 3/19/20, the Surveyor reviewed a complaint filed with the State Agency. The complaint stated chemicals were not being used in the dish machine for washing and sanitizing dishes. The complaint stated the facility did not pay the bill for the chemicals and were no longer able to order chemicals. On 3/19/20 at 7:45 AM, the Surveyor observed the facility's kitchen. The Surveyor noted wash, rinse and sanitizing agents were available and in use for the dish machine. On 3/19/20 at 7:48 AM, the Surveyor interviewed DA (Dietary Aide)-C regarding chemicals for dish washing. DA-C stated DA-C worked in the kitchen for the past thirteen years and never observed or heard the facility washed dishes without the proper chemicals. On 3/19/20 at 7:52 AM, the Surveyor interviewed DLM (Dietary/Laundry Manager)-D regarding chemicals for dish washing and laundry. DLM-D stated the facility did not run out of chemicals for dish washing; however, the facility ran out of laundry detergent approximately four weeks prior. DLM-D stated the facility was without laundry soap for approximately one week. DLM-D stated DLM-D told staff to run the machine without detergent because that's all I thought I could do. DLM-D stated DLM-D did not know how many loads of laundry were washed without detergent. On 3/19/20 at 8:25 AM, the Surveyor interviewed LA (Laundry Aide)-E regarding laundry services. LA-E verified the facility ran out of detergent, but stated Ecolab (the facility's supplier) delivered detergent the same day. LA-E stated LA-E waited to do laundry until the facility had detergent. On 3/19/20 at 8:55 AM, the Surveyor observed the laundry room with MD (Maintenance Director)-F. The Surveyor noted detergent, bleach solution and Sour were in use during the wash cycle. The Surveyor observed additional containers of detergent and Sour on a shelf. MD-F stated MD-F heard the facility ran out of laundry detergent but couldn't recall when and for how long. On 3/19/20 at 9:20 AM, the Surveyor interviewed EDM (Ecolab District Manager)-G via telephone. EDM-G stated the facility called ER (Ecolab Representative)-H on 3/10/20 and stated they were out of detergent. EDM-G stated none of the facility's orders were held due to non-payment. EDM-G stated if the facility ran out of detergent, it was an ordering issue instead of a billing issue. EDM-G stated the facility placed an order for [REDACTED]. EDM-G stated the system kept a record of how long the machines were out of product. EDM-G stated when the facility called ER-H for detergent on 3/10/20, staff indicated they put Sour in the detergent spot because they were sick of hearing the machine alarm. EDM-G stated putting the wrong product in the wrong spot would have caused the machine to continue to alarm. EDM-G stated detergent was essential in cleaning and getting stains out of laundry. EDM-G stated the bleach solution was used on certain loads depending on what code staff entered prior to the cycle. EDM-G stated Sour was used to soften laundry, remove rust and neutralize the pH in order to prevent skin irritation. On 3/19/20 at 10:20 AM, the Surveyor interviewed LA-J via telephone. LA-J verified the facility ran out of detergent and Sour a few weeks ago for about a week. LA-J stated, I had to keep washing clothes without soap. I didn't get any complaints that things weren't getting clean. I just kept washing as normal. LA-J stated LA-J informed DLM-D the detergent was low before the detergent ran out. On 3/19/20 at 10:50 AM, the Surveyor again interviewed DLM-D regarding laundry services. DLM-D stated the facility stopped washing cloth napkins and table cloths when the facility ran out of detergent; however, the facility continued to wash residents' clothing, linens, towels, clothing protectors, rags and mop heads without detergent. DLM-D stated DLM-D was not informed the supply of detergent was low before the detergent ran out. DLM-D stated DLM-D was unable to purchase laundry detergent from a store due to the configuration of the machines. DLM-D again stated staff were told to run the washing machines without detergent because we had to get clothes washed. On 3/19/20 at 11:25 AM, the Surveyor interviewed NHA (Nursing Home Administrator)-A regarding laundry services. NHA-A stated NHA-A was unaware the facility was out of laundry detergent for approximately one week. NHA-A stated NHA-A heard the facility was out of detergent, but thought the detergent was replenished the same day. On 3/19/20 at 11:50 AM, the Surveyor observed both of the facility's washing machines and their shared product dispenser with ER-H and ETR (Ecolab Territory Representative)-I. ER-H stated ER-H did not receive any service requests related to dish washing chemicals; however, ER-H received a request for laundry detergent on 3/10/20. ER-H stated, When I heard they were out, I came right away. ETR-I checked the computer on the chemical dispensing unit and noted from 2/01/20 to 3/18/20, the facility's two washing machines ran the following number of loads: Washer 1 Washer 2 1. Mixed load - 162 loads 1. Mixed load - 88 loads 2. Clothing protectors - 82 loads 2. Clothing protectors - 23 loads 3. Personals - 23 loads 3. Personals - 110 loads 4. Table linens - 13 loads 4. Table linens - 2 loads 5. Rags/mops - 1 load 5. Rags/mops - 64 loads 6. Blankets/spreads - 6 loads 6. Blankets/spreads - 14 loads ETR-I stated the machine's computer documented 106 loads of laundry that required detergent were washed without detergent, 14 loads that required bleach were washed without bleach and 24 loads that required Sour were washed without Sour. ETR-I stated the machine audibly alarmed and flashed a red warning sign on its screen whenever a product was out or put in the wrong dispenser. ETR-I stated the alarm could be muted at the beginning of each cycle, but could not be muted indefinitely.</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.