

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

PRINTED: 10/29/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 315219	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 06/10/2021
NAME OF PROVIDER OR SUPPLIER COMPLETE CARE AT VOORHEES, LLC			STREET ADDRESS, CITY, STATE, ZIP CODE 3001 EVESHAM ROAD VOORHEES, NJ 08043		
(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 COMPLAINT # NJ 144742 CENSUS: 123 SAMPLE SIZE: 8	F 000			
F 812 SS=D	<p>THE FACILITY IS NOT IN SUBSTANTIAL COMPLIANCE WITH THE REQUIREMENTS OF 42 CFR PART 483, SUBPART B, FOR LONG TERM CARE FACILITIES BASED ON THIS COMPLAINT VISIT.</p> <p>Food Procurement,Store/Prepare/Serve-Sanitary CFR(s): 483.60(i)(1)(2)</p> <p>§483.60(i) Food safety requirements. The facility must -</p> <p>§483.60(i)(1) - Procure food from sources approved or considered satisfactory by federal, state or local authorities. (i) This may include food items obtained directly from local producers, subject to applicable State and local laws or regulations. (ii) This provision does not prohibit or prevent facilities from using produce grown in facility gardens, subject to compliance with applicable safe growing and food-handling practices. (iii) This provision does not preclude residents from consuming foods not procured by the facility.</p> <p>§483.60(i)(2) - Store, prepare, distribute and serve food in accordance with professional</p>	F 812		6/22/21	

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

TITLE

(X6) DATE

Electronically Signed

06/18/2021

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 812	<p>Continued From page 1 standards for food service safety. This REQUIREMENT is not met as evidenced by: COMPLAINT # NJ 144742</p> <p>Based on observations, interviews, and review of pertinent facility documentation on 6/9/2021 and 6/10/2021, it was determined that the facility failed to ensure that meals were served at the proper temperature prior to serving the foods on the service-line during lunch on 6/10/2021. Also, the facility failed to complete the "Service Line Checklist" to ensure the temperature of all foods prior to serving and to follow their facility policy titled "Food Preparation". This deficient practice was further evidenced by the following:</p> <p>During a tour of the kitchen , on 6/10/2021 at 11:25 a.m., the Food Service Director (FSD) agreed that cold foods should be at 41-degrees Fahrenheit or less and hot foods should be at 135-degrees Fahrenheit or higher when served. The FSD verified that the food temperatures were monitored for each meal.</p> <p>The FSD also stated, that approximately 1 month ago during the Resident Council Meeting residents complained of temperature issues with their meals.</p> <p>At 11:30 a.m., the surveyor calibrated thermometers with the FSD to 32 degrees Fahrenheit.</p> <p>On 6/10/2021 at 11:48 a.m., the first food truck arrived on [REDACTED] and the staff passed out the trays immediately upon arrival to the unit. When the staff had completed passing out the trays the last tray was taken as a test tray from the food</p>	F 812	<p>There were no residents directly affected. All residents were monitored for any negative outcome related to consuming foods not served at the proper temperature which there was none.</p> <p>All residents consuming food/meals from the kitchen have the potential to be affected.</p> <p>In-service was immediately initiated with the FSD and all cooks on 6/10/2021 by Healthcare Services Group management team. Re-educate and retraining initiated with FSD and cooks on how to properly record (Using the "Service Line Checklist")for every meal service and monitor food/beverage temperatures on 6/10/2021 by Healthcare Services Group management team.</p> <p>If temperatures are not in accordance with food service safety, corrective action will be taken accordingly and immediately. The milk box will remain closed at all times until the start of tray line service. Ice will be utilized to ensure beverages are kept below 41 degrees.</p> <p>The other cold beverages will be contained in ice during tray line service. Cold desserts and side dishes will be pulled from refrigeration in batches for tray line service.</p> <p>The FSD or designee will conduct 5 test tray audits per week x3 months. We will evaluate at the quarterly QA meeting that follows to determine continuing frequency</p>		

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F 812	<p>Continued From page 2 truck.</p> <p>The tray was a regular diet and contained the following foods: Hot dog in a bun, baked beans, coleslaw, milk, coffee, and pudding. The hot foods were on a dish with an insulated hot plate and a cover was in place. The cold foods were covered.</p> <p>The food temperatures were checked in Fahrenheit degrees by the surveyor and verified by the FSD and as follows:</p> <p>Coffee 136 Hot dog 130.9 Baked Beans 137 Coleslaw 51.4 Milk 46.9 Pudding 46.7</p> <p>During the food temperature checks the FSD verified that the hot dog was cold and the coleslaw, pudding and the milk were warm according to the regulations. The FSD reported that the pudding was from a can and was chilled prior to serving. The FSD also verified that the food temperature check was done that day by the "Head Chef" and is completed for each meal.</p> <p>The FSD provided the "Service Line Checklist" Sheet to the surveyor which was dated [REDACTED]. The milk, hot beverage, and the cold beverage/juice temperatures were blank.</p> <p>During an interview on 6/10/2021 at 12:34 p.m., the Head Chef/Executive Chef, (EC) verified that he checked food temperatures prior to serving lunch on 6/10/2021, however, he stated that he had not checked the temperature of the pudding, milk or the coleslaw that day. The EC stated, "I should have checked everything, but I did not check the milk or juices and the pudding was not checked either." He further stated that he was "focused on the hot food, my mind was not</p>	F 812	<p>of audits.</p> <p>The FSD or designee will conduct daily audits to ensure and monitor for proper completion of the "Service Line Checklist" x3 months. We will evaluate at the quarterly QA meeting to determine continuing frequency of audits.</p> <p>All findings will be reported and reviewed monthly and reported quarterly during the QAPI meeting for the next 2 quarters by the FSD or designee.</p>		

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F 812	<p>Continued From page 3 focused."</p> <p>During an observation of the kitchen on 6/10/2021 at 12:48 p.m., it was observed that the thermometer on the outside of the refrigerator showed a temperature of 32 degrees, however, the thermometer on the inside of the refrigerator verified a temperature of 48 degrees. The FSD stated that he had just placed the thermometer inside the refrigerator only a few minutes prior for an internal temperature verification. A milk container was immediately checked from the refrigerator and found to be 39.1 degrees F. A second milk container was checked and found to be 41.2 degrees F. The milk tested was disposed of by the FSD.</p> <p>The EC reported that during meal-pass on the service-line the refrigerator is kept open the entire time, causing a temperature change/increase. The FSD and the EC agreed that leaving the refrigerator open causes the milk to become warm.</p> <p>During an exit conference on 6/10/2021 at 1:17 p.m., the facility's administrative staff verified that no residents had complained of stomach issues after lunch or over the past week.</p> <p>Review of the facility policy titled, "Food Preparation" with a revised dated of 9/2017, revealed the following: Under Policy Statement: All foods are prepared in accordance with the FDA Food Code. Under Procedures section # 4. The Dining Services Director/Cook will be responsible for food preparation techniques which minimize the amount of time that food items are exposed to temperature greater that 41 degrees and/or less than 135 degrees, or per state regulations. Under section # 14. Temperature for</p>	F 812			

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F 812	Continued From page 4 TCS foods will be recorded at time of service and monitored periodically during meal service periods. N.J.A.C. 8:39-17.2(g)	F 812		