

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

PRINTED: 11/12/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 495093	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 08/31/2021
NAME OF PROVIDER OR SUPPLIER HARRISONBURG HLTH & REHAB CNTR			STREET ADDRESS, CITY, STATE, ZIP CODE 1225 RESERVOIR STREET HARRISONBURG, VA 22801		
(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 An unannounced Medicare/Medicaid abbreviated survey was conducted 08/31/21. Two complaints were investigated during the survey. VA000522991 with was substantiated without deficient practice. VA00052348 was unsubstantiated without deficient practice. Corrections are required for compliance with 42 CFR Part 483, the Federal Long Term Care requirements. The census in this 180 certified bed facility was 167 at the time of the survey. The survey sample consisted of 1 closed record review (Resident #1) and 6 current resident reviews (Residents # 2 through # 7).	F 000			
F 925 SS=E	Maintains Effective Pest Control Program CFR(s): 483.90(i)(4) §483.90(i)(4) Maintain an effective pest control program so that the facility is free of pests and rodents. This REQUIREMENT is not met as evidenced by: Based on observation, group interview, resident interview, staff interview and facility document review, the facility failed to have an effective pest control program in place for two of three units in the facility. The facility's extermination contract was terminated by the new owners in May 2021. No new contract was put in place prior to the survey. Ants, centipedes and flies were observed in resident rooms and the conference room. Finding were: On 08/31/2021 at approximately 1:00 p.m., a group interview with eight cognitively intact	F 925	The statements made in the following plan of correction are not an admission to and do not constitute an agreement with the alleged deficiencies nor the reported conversations and other information cited in support of the alleged deficiencies. The facility sets forth the following plan of correction to remain in compliance with all federal and state regulations. The facility has taken or will take the actions set forth in the plan of correction. The following plan of correction constitutes the facility's allegation of compliance. All alleged deficiencies cited have been or will be		10/15/21

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

TITLE

(X6) DATE

Electronically Signed

09/22/2021

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 925	<p>Continued From page 1</p> <p>residents was held. During the group meeting one of the residents, identified as Resident #6 stated, "We need you to do something about the bugs in this place." He was asked to elaborate. He stated, "The new 'blank' owners canceled our exterminator contract when they took over. We've got ants, caterpillars, centipedes, crickets, spiders, black ants, flies...all kinds of bugs." The other residents in the group were asked if they had seen bugs, they all nodded their heads (yes) and stated, "He's right."</p> <p>At 2:00 p.m., the administrator was interviewed and asked about an exterminating contract. He stated, "We had a contract with [Name of company] where they came in every month." He was asked about the last time the exterminators were in the building. He stated, "The new owners canceled the contract in May. The last time the exterminators were here was the end of May." He was asked if he was aware that there were bugs in the building in resident rooms." He stated, "Yes, and we have been doing things to get rid of them...we are sealing cracks and putting out ant boxes...all the contracts come from the corporate level. They are aware that we don't have one." The name and number of the person to contact at the corporate level was requested.</p> <p>At approximately 2:30 p.m. the east and west wings of the facility were observed. Resident #7 who resided on the East wing and had been in the group interview, was observed sitting in her room. She was asked where the bugs had been in her room. She stated, "There were spiders in my window. The aide cleaned them out the other day. I have ants and centipedes, they have been in my bed." No bugs were observed in her room at that time.</p>	F 925	<p>corrected by the date or dates indicated.</p> <p>F925</p> <ol style="list-style-type: none"> 1. Minnick Terminate and Pest control treated rooms 29, 45, 46, and 47 on 9/1/2021. Orkin contract signed on 9/3/2021. 2. Maintenance Director completed audit of all patient rooms on 9/10/21 to check for additional pests in patient rooms. Orkin then treated baseboards, doorways, and patient rooms 13, 14, 29, 38, 41, 51, 52, and 54. 3. Administrator to educate Maintenance Director of importance of having Pest control contract. 4. Maintenance to complete monthly inspection of all rooms prior to Orkin arriving for their monthly treatment x 2months. Orkin to continue monthly treatments. 5. Date of completion 10/15/2021. 		

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F 925	<p>Continued From page 2</p> <p>Resident #6's room was observed. Multiple dead centipedes were observed on the floor and others were observed crawling beside his bed and in the bathroom. He stated, "Would you want these things in your house? These new owners have let this place go."</p> <p>Rooms 46, 47, and 45 on the West wing were observed. Rooms 46 and 47 had ants in the window sills and on the floor near resident beds. Room 45 had a cricket chirping so loudly the resident could barely be heard commenting on it. Flies were observed in the conference room and in the hallways.</p> <p>At approximately 2:50 p.m. the maintenance director was interviewed. He was asked about the bugs observed in the facility. He stated, "We get them from time to time." He was asked if there was an extermination company that came in to spray for bugs. He stated, "We don't have a contract. It was canceled with the buy over...I've been in touch with my corporate guy to try to get the contract started back up....we've been using antgel and it works pretty good on the ants and other bugs too." He was asked why an exterminator would be needed if the ant gel worked. He stated, "It's a whole lot better to stop the ants before they get in the building." He was asked for the name and phone number of his contact at the corporate level.</p> <p>At approximately 3:00 p.m. the name and number of OS (other staff) #4 was provided by the administrator. He stated, "This is the person responsible for all the company's contracts. I told him you would be calling." The first attempt to contact OS #4 via telephone was made at 3:01</p>	F 925			

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F 925	<p>Continued From page 3</p> <p>p.m., the second attempt was made at 3:10 p.m. There was no answer to either call.</p> <p>The maintenance director provided the name and number of his contact at corporate, OS #3 who was called at 3:10 p.m. He was asked about the bug problem at the facility. He stated, "It needs to be addressed and handled immediately." He was asked why there was a need for an exterminating company to come in. He stated, "We don't normally have this problem, we normally have a contract with an exterminator. The company canceled the contract and it just fell through the cracks...Inspections are important to make sure the residents are taken care of and there are no pests in their rooms....I was on the phone with [Name of OS #4] about 30 minutes ago. He is working on a contract even as we speak." He was asked what prompted the contract to be addressed at that time since there hadn't been one since May. He stated, "Probably because he got a call from [name of administrator] that you are there and there is a problem."</p> <p>An additional attempt to contact OS #4 was made at 3:30 p.m., and a message left for him to return the call. A return call was never received.</p> <p>OS #3 called at approximately 3:30 p.m. and stated, "[Name of OS #4] is working on the contract now, he's trying to negotiate something, but the exterminators won't give him a quote. They said they have to come in and do a complete reassessment before they can give him a quote." He was asked if that was because no one had been in to do an extermination visit since May. He stated, "Most likely."</p> <p>The facility policy on pest control was obtained</p>	F 925			

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F 925	<p>Continued From page 4 and contained the following: "The center environment will be monthly inspected and treated by pests by a corporate-approved contractor..."</p> <p>The above information was discussed during an end of survey meeting on 08/31/2021 at approximately 4:10 p.m.</p> <p>No further information was obtained prior to the exit conference on 08/31/2021.</p>	F 925			