| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
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| DESOTO HEALTHCARE CENTER | 7805 SOUTHCREST PARKWAY SOUTHAVEN, MS 38671 |

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| F 000 | INITIAL COMMENTS<br><br>The State Agency (SA) conducted a complaint survey at the facility from 6/7/21 to 6/11/21.During the survey, the SA determined the facility was not in compliance with the requirements of participation in Medicare and Medicaid. The SA substantiated MS #17551 for ants in the building and cited F689. The SA did not substantiate MS #17339 for failure to report to the SA a fall with major injury, MS #17509 and MS #17215 for pressure ulcer, fall,and assessment/monitoring, and MS#17113 for involuntary discharge. Deficiencies were not cited for the unsubstantiated complaints..<br><br>The facility was licensed for 120 beds and had a census of 86 at the time of the survey. | F 000 | | |
| F 689 SS=G | Free of Accident Hazards/Supervision/Devices<br>CFR(s): 483.25(d)(1)(2)<br><br>§483.25(d) Accidents.<br>The facility must ensure that -<br>§483.25(d)(1) The resident environment remains as free of accident hazards as is possible; and<br><br>§483.25(d)(2)Each resident receives adequate supervision and assistance devices to prevent accidents.<br>This REQUIREMENT is not met as evidenced by:<br>Based on observation, staff and resident interviews, and record review, the facility failed to maintain an effective pest control against ants, as evidenced by repeated sightings of ants and numerous ant bites to a resident for one (1) of five (5) residents reviewed concerning ants in the facility. Resident #1. | F 689 | 1. For Resident #1 on 1/3/2021 Registered Nurse #2, Licensed Practical Nurse # 2, and Certified Nursing Assistant # 2 immediately removed Resident #1 from the bed, gave him a head-to-toe bath, applied clean clothing, removed all ants from the area, cleaned the wall, bed and floor. Resident #1 was moved to | 7/1/21 |

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

Electronically Signed | 07/01/2021

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| F 689 | Continued From page 1<br>Findings Include:<br><br>Record review of a Departmental note dated 1/2/21 at 5:25 PM revealed that Resident #1 "discharged out of the COVID-19 Unit today."<br><br>Record review of Departmental Notes dated 1/3/21 at 10:04 PM and signed by RN #2 revealed, "During rounds, resident found covered in ants. Skin noted to be red, bumpy, with scattered areas of inflammation.Director of Nurses (DON) and Nurse Practitioner (NP) notified. N.O.(new order)Decadron 4 milligrams (MG) Intramuscular (IM) now, Benadryl 50MG by mouth (PO) every (Q) 8 hours (H) as needed (PRN) itching. ...skin was notably irritated...Resident temporarily moved to room 310A..."<br><br>Record review of a Departmental note dated 1/4/21 at 11:01 AM revealed, "During rounds this morning resident noted to be lethargic...Resident noted with welps on several areas of body R/T (related to) ant bites received on previous shift. Resident refused breakfast and AM (morning) meds...N.O.received-Transfer to (Proper Name of Hospital) for increased lethargy/SP (status post) large amount of ant bites/recent COVID."<br><br>Record review of the "ED (Emergency Department) Provider Note" dated 1/4/21, revealed "Patient brought from nursing home...he was found in his room with answered (ants) all over him...they states they did see aunt's (ants) on him...Rash: Location: Full Body; Quality: blistering,draining and weeping...Context :Insect bite/sting..."<br><br>An interview, on 6/8/21 at 9:53 AM, with the | F 689 | another room and assisted to bed. Resident #1 was noted to have red, bumpy scattered inflammation to left arm, chest and left thigh. The Nurse Practitioner was notified and Resident #1 received Decadron 4mg intramuscularly and Benadryl 50mg by mouth. Resident #1□s wife was notified of ants and treatment. Resident #1 was sent to the Emergency Room on 1/4/2021 for further evaluation and treatment. On 1/4/2021 the room was cleaned again by housekeeping and was sprayed for pests. A search of the outside perimeter of the facility was conducted by the Director of Nursing on 1/4/2021 and no ant hills or trails were found. The Director of Nursing interviewed Resident #1's roommate, Resident #7, on 1/4/2021. Resident #7 stated that he did not see any ants in the room. Pest Control was called by the Administrator for further evaluation and treatment on 1/4/2021 and arrived on 1/6/2021 and treated the interior and exterior of the facility.<br><br>An emergency Quality Assurance Meeting was held on 1/4/2021 via phone with the Medical Director, Administrator, Nurse Practitioner, Director of Nursing and Quality Assurance nurse to discuss the occurrence, initial investigation and plan of correction.<br><br>The Quality Assurance nurse checked 4 rooms a day, rooms 116, 213,314, 414, 112, 215, 308, 417, 102, 200, 301, 410, 412, 118, 202, and 315, from 1/4/2021 through 1/8/2021 and no issues were noted. The Director of Nursing checked | |

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| F 689 | Continued From page 2<br>Maintenance Supervisor (Maintenance Staff) #1 revealed pest control comes monthly. The staff reports any findings of ants, and he treats them with the stuff he has at the facility, and he calls the pest control company. Maintenance Staff #1 stated that he sprays the ants if he sees them and will leave bait in the room that was left with him by the pest company. He stated there are sighting books on the East and West end of the building for the staff to document ant sightings.<br><br>An observation, on 6/8/21 at 1:30 PM, in Resident #1's current room, revealed an ant bait trap was located in the corner behind the door. There were no ants seen in the room.<br><br>An interview on 6/8/21 at 3:35PM, with Licensed Practical Nurse (LPN) #1, revealed the pest control people do routine visits. LPN #1 stated she was not aware of any issues with ants except Resident #1. She stated that if anyone else had been bitten, it would have been reported to her. She stated that she learned about Resident #1 being bitten by ants during the morning stand up meeting.<br><br>An interview on 6/8/21 at 1:30 PM, with Resident #7 revealed he had seen ants in his room. He stated ants have been sprayed three times in the past six months. He stated that he was in his room when Resident #1, who was his roommate in the A bed, was found with ants on him. He stated that he did not move out of the room because this was his home. Resident #7 stated that he has had a couple of ants in the bed with him and had gotten bitten on his leg, but he was not worried about it because he was able to kill them. He stated he tries to kill as many as he can. | F 689 | Resident #1 and Resident #7□s room daily from 1/4/2021 through 1/8/2021 and no ants were present.<br><br>Follow-up inspections and services provided by the pest control company as follows: 1/15/2021, 1/28/2021, 2/24/2021, 2/26/2021, 3/22/2021, 3/26/2021, 4/29/2021, 4/30/2021, 5/30/2021, 5/28/2021 and 6/18/2021.<br><br>For Resident #7 the Staff Licensed Practical Nurse performed a skin assessment on 6/13/2021 and the resident was free from ant bites.<br>For Resident # 8 the Staff Licensed Practical Nurse performed a skin assessment on 6/11/2021and the resident was free from ant bites.<br>For Resident # 10 the Staff Licensed Practical Nurse performed a skin assessment on 6/12/2021 and the resident was free from ant bites. The Staff Licensed Practical Nurse performed a skin assessment on Resident #10□s roommate on 6/12/2021 and the resident was free from ant bites.<br>For Resident #9 the Staff Licensed Practical Nurse performed a skin assessment on 6/9/2021 and the resident was free from ant bites.<br><br>The Maintenance Director inspected all resident rooms on 6/14/2021 to ensure the rooms were free of ants.<br><br>The social service department interviewed all Cognitive residents on 6/29/2021 to ensure their rooms were free from ants | |

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| F 689 | Continued From page 3<br><br>Record review of the Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 5/12/21 revealed a Brief Interview for Mental Status (BIMS) score of 15 for Resident #7 indicating Resident #7 was cognitively intact.<br><br>An interview, on 6/8/21 at 1:52 PM, with Resident #8, revealed he had seen a few ants several months ago on the windowsill. Resident #8 resided on the same hall as Resident #1.<br><br>Record review of the MDS with an ARD of 6/1/21 revealed a BIMS score of 15 for Resident #8 indicating Resident #8 was cognitively intact.<br><br>An interview on 6/8/21 at 2:25 PM, with the Certified Occupational Therapy Assistant revealed she had seen ants on the 400 Hall approximately a month ago. She stated that it was only two or three and they did get sprayed.<br><br>An interview, on 6/8/21 at 3:50 PM, with Certified Nursing Assistant (CNA) #1, revealed that she had seen ants in Room 205 on a plant that was on the windowsill.<br><br>An interview on 6/9/21 at 11:40 AM, with Housekeeping Staff #2, revealed she had seen ants in some resident rooms, but no ants on the residents or on the bed. She stated her findings were random and she reported it to the Supervisor and Maintenance.<br><br>A telephone interview, on 6/9/21 at 11:45 AM, with Registered Nurse (RN) #2 revealed she was the first person who found Resident #1 on 1/3/21 at approximately 7:50 PM. She stated that she had seen a few ants in the facility occasionally, but | F 689 | and that there was no reporting of ant bites during the interview.<br>The nursing department, including, staff nurses and Quality Assurance nurses, conducted an audit on 6/28/2021 all cognitively impaired residents to ensure the residents were free from ant bites.<br><br>The Administrator, Maintenance director, and Housekeeping Supervisor inspected the entire interior of the facility and the surrounding exterior of the facility on 6/28/2021 to ensure the premises were free of ants.<br><br>2. All residents have the potential to be affected by this deficient practice.<br><br>3. The Staff Educator and Director of Nursing conducted an in-service beginning on 1/4/2021 with all employees on the importance of reporting immediately to the Administrator and Director of Nursing on the sighting of ants located in the resident's room, throughout the facility and observation of ants found on a resident's body.<br><br>The Staff Educator and Administrator conducted an in-service beginning on 6/28/2021 with all employees on the importance of reporting immediately to the Administrator and Director of Nursing on the sighting of ants located in the resident's room and throughout the facility, around the outdoor exterior of the facility, and observation of ants found on a resident's body. | |

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| F 689 | Continued From page 4<br>never that amount. She stated that Resident #1 was covered with ants and when they pulled the bed out the ants were on the wall and the side rails against the wall. RN#2 stated that she thought there might possibly have been some drink or food residue on the wall. She stated that they stripped the Resident and got all the ants off him and moved him to another room. The Nurse Practitioner and the Director of Nursing (DON) was called. RN #2 stated at that time the Resident was at his baseline mental status.<br><br>An interview, on 6/9/21 at 12:15, with the Pest Control Technician, revealed he had been working there for 1 and one-half (1/2) years. He stated that he comes to the facility twice a month. He stated that ants pop up especially when it rains. He stated this brings them in. The Pest Control Technician stated he was at the facility today for his routine service call. He stated that he did see ants on the outside of the building and windowsills today. He stated that on the outside of the building he uses the granular and liquid product which is the standard barrier treatment. He stated he is only seeing small black ants, no fire ants. He stated that when called he will come and bait the room when ants have been seen. He said this is usually because food has been wasted and that draws them in. The Pest Control Technician stated he only baits rooms when called.<br><br>.A telephone interview with the Director of Nursing (DON) on 6/9/21 at 4:40 PM, revealed heavy rain drives the ants into the building. She stated the pest control company puts a barrier outside to prevent this. The DON stated the investigation of the ants on Resident #1 revealed there were no food spills, and no ants were | F 689 | The Administrator held an In-service on 6/28/2021 with the maintenance department on the importance of inspecting the facility's interior and exterior and exterminating the facility weekly for eradication.<br><br>4. The Administrator and Maintenance Director will inspect the exterior and interior of the facility to ensure the facility is free from ants. This audit began on 6/28/21 and will be conducted three times a week for twelve weeks then weekly for four weeks until substantial compliance has been achieved.<br><br>The Maintenance Director and Housekeeping supervisor will inspect all resident's rooms three times weekly to ensure the rooms are free from ants. This audit began on 6/14/2021 and will be conducted weekly for twelve weeks, then for six weeks until substantial compliance has been achieved.<br><br>Social service will interview all cognitive residents to ensure the residents have not observed any ants in their room and confirm that they have not bitten them. This audit began on 6/29/2021 and will be conducted weekly for twelve weeks, then every other week for six weeks until substantial compliance has been met.<br><br>A Quality Assurance Meeting was conducted 6/21/2021 on the findings of the 2567 in regards to ants in the facility and the actual harm of resident #1. | |

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| F 689 | Continued From page 5<br>identified on the roommate's side of the room. She stated the roommate said he had not seen any ants. She stated that she even looked at disease processes for Resident #1 thinking that that might have had some cause for them to target him. She stated after the incident the room was deep cleaned and sprayed.<br><br>An interview, with the Administrator on 6/10/21 at 11:20 AM, revealed the pest control company comes two times a month and will come back as needed. He stated they have had a contract since 2003. He states they do a barrier treatment for ants which covers approximately 20 to 30 feet around the building. Concerning Resident #1, the ADM confirmed that Resident #1 was removed from his room. The room was cleaned, and all the ants were gone. He stated he was not aware of any other residents receiving ant bites. The Administrator stated the pest company is supposed to be doing all they can they do. They do have more as need (PRN) visits during the rainy season. He stated that he calls and reports if there is one ant sighting and they usually come within 24 to 48 hours. He confirmed that no record is kept of PRN call back visits by the facility. The Administrator stated that he thought the pest company had done all they could, but he couldn't say for sure, and the pest control company may need to get more aggressive than their normal protocol.<br><br>An interview, on 6/10/21 at 3:40 PM, with the Respiratory Therapist, revealed she had seen ants in Room 401 in the windowsill and on the 300 Hall once due to food in a room. She stated this was approximately three to four months ago.<br><br>A telephone interview, on 6/10/21 at 5:00 PM, | F 689 | The Quality Assurance Committee will review audits monthly at the Quality Assurance meeting until consistent; substantial compliance has been achieved as determined by the committee. | |

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| F 689 | Continued From page 6 | F 689 | | |

with Certified Nursing Assistant (CNA) #2 stated that he had checked on Resident #1, at 4:30 PM and he was okay. He stated the meal trays came out at 5PM. He stated that he fed Resident #1 and he ate only a small amount. CNA #2 stated that prior to feeding him he folded Resident #1's blanket down and placed a clean towel across his chest. He stated when he finished with the meal the resident's gown was clean and he had no food crumbs on him. CNA #2 stated at 7:15 PM he checked on the resident again and changed his brief. No ants were noted at that time. He stated then approximately a few minutes until eight o'clock LPN#2 called him and told him Resident #1 was covered in ants. He stated the resident had his arms crossed over his chest and had ants on both arms, legs, chest, and stomach. Ants were also seen on his bed and pillowcase. He stated the ants were medium sized black ants, and they were also on the floor and the wall. CNA #2 stated that when he got to the room LPN #2 was already cleaning up Resident #1 and he assisted LPN#2 finish cleaning up Resident #1. Resident #1 was moved to a different room. After that they cleaned the walls and floor with soap and water and wiped the bed down with Clorox wipes.

An interview, on 6/11/21 at 8:55 AM, with the Department Manager from the pest control company, revealed they make visits to the facility every two weeks and if they are called to come in an emergency situation the response time is the same day or the next day. He stated the first visit of the month is for routine treatment and the second visit is a follow-up visit. He stated they attempt to make call back visits under 24 hours. He stated that he was not aware of the ants being on the Resident, but the technician was aware of

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| F 689 | Continued From page 7 | F 689 | | |

the ant problem on 1/5/21. The incident was called in on 1/5/21 was addressed and the Pest Control Technician came out on 1/6/21. The Manager stated the Technician would have baited the room and dusted the exterior. He stated that he felt this facility probably had two to five call backs per month. He reported that one scout ant can get in looking for a food source for other ants. He stated the weep holes on the foundation, are an entry and they are only like 1/16th of an inch in size. He stated they changed and started using Delta Guard granules which is a repellent approximately nine (9) months ago and can be applied quarterly or monthly if needed. They also alternate with Talstar which has a 90-day residual effect. He stated this should have been adequate coverage. He stated that they could make changes and could start using Tremador quarterly if it is not wet. The Pest Control Department Manager stated that they don't want to treat inside the building because they don't want to cause any acute problems for the residents due to exposure to pesticides.

An interview, on 6/11/21 at 10:00 AM, with the Administrator, confirmed he was not aware of any grievances filed concerning ants. He confirmed that the facility had no policy on pest control and prevention.

An interview, on 6/11/21 at 11:15 AM, with LPN #2, revealed that she was working on the night of the ant incident with Resident #1. She stated the worst areas seemed to be on his arms, but he had had ants all over him. LPN#2 stated that you could not see bites until after the ants were removed. She stated the Resident was nonverbal. She stated that she did not see any splatters on the wall or any food or crumbs.

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| F 689 | Continued From page 8 | F 689 | | |

An interview, on 6/11/21 at 11:30 AM, with Resident #10, revealed there had been ants in her bathroom. She stated someone sprayed in the bathroom. Resident #10 stated that she had also seen ants around her roommate's bedside table on the floor.

Record review of the MDS with an ARD of 1/14/21 revealed a BIMS score for Resident #10 was nine (9) indicating Resident #10 was moderately cognitively impaired.

An observation, 6/11/21 at 11:30 AM, of the bathroom in 314 B revealed a crack in the left-hand corner of the room under the sink. An ant bait trap was also noted in the corner.

An interview on 6/11/21 at 11:55 AM, with Resident #9 revealed she had seen ants at the entry of her door. She states that she did have one ant in her bed that bit her on the abdomen. She stated that it was a little black ant. She stated that if it had been a fire ant she would have yelled. Resident #9 stated it was a while ago and she was not surprised, because at that time they were having to eat in their rooms.

Record review of the MDS with an ARD of 6/7/21 revealed a BIMS score of 15 for Resident #9 indicating Resident #9 was cognitively intact.

Record review of an invoice from the pest control company, dated 1/6/21 related to a call concerning ants, revealed Room 308 was baited due to the sighting of ants. At the time of the technician's visit, three (3) ants were documented as being found along the window sill and bait monitors were placed in the room. The weep

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| F 689 | Continued From page 9<br>holes on the exterior wall were treated due to the weather. This was the only call back record that was provided by the pest control company.<br><br>Record review of the work orders from the Pest Control Company revealed routine treatment visits had been made monthly along with follow-up visits from 1/9/20 through 5/30/21.<br><br>Record review of the pest sighting log for the 100 and 200 halls revealed 26 ant sightings from 10/20/18 through 6/28/20. The pest sighting log for the 300 and 400 halls revealed 18 ant sightings from 10/24/19 through 6/7/21. | F 689 | | |