

State Veterans' Homes (SVH) Corrective Action Plan
Missouri Veterans Home-Warrensburg (10/15/2024-10/18/2024)

The Corrective Action Plan (CAP) should include input from all levels of staff and affected resident(s), as is applicable and appropriate, impacted by the issue identified. This CAP is intended to become a source towards Quality Assessment and Assurance. Please reference VA GEC's CAP Standard Operating Procedure for detailed guidance on completing this CAP template.

State the Issue Identify the Regulation Number and language only	Address how corrective action will be accomplished for those residents found to be affected by the deficient practice	Address how the SVH will identify other residents having the potential to be affected by the same deficient practice	Address what measures will be put into place or systemic changes made to ensure that the deficient practice will not recur	How does the SVH plan to monitor its performance to make sure that solutions are sustained & what benchmarks will be used to determine sustainment	Proposed Completion Date
§ 51.140 (h) Sanitary conditions. The facility must: (1) Procure food from sources approved or considered satisfactory by Federal, State, or local authorities. (2) Store, prepare, distribute, and serve food under sanitary conditions; and (3) Dispose of garbage and refuse properly.	1. Immediately after finding, all ice buildup was removed from pipe, shelf, and floor. Kitchen service and repair contractor scheduled to evaluate ice build up issue and resolve. (pipe was reinsulated by contractor as well as adjustments made to defrost cycle timer on 10/16/2024). 2. All boxes contacted by ice buildup were removed and disposed of. 3. All expired/broken food product was immediately removed and disposed of.	All Veteran residents may be affected due to dietary sanitation concerns.	1. Education to dietary staff on MVC Policy L-4 Sanitation and Safety and L-2 Food Production by November 30, 2024. 2. The internal maintenance PM service and inspection is set on a monthly schedule to include operational inspections as well as visual inspection for ice build up and accumulation. 3. Dietary Manger will execute weekly rounds to ensure proper freezer operation with visual inspection of all food storage to meet proper sanitary conditions as well as appropriate date marking of food storage areas, from November 16-December 31, 2024.	Maintenance and Dietary Managers will review findings of all weekly rounds and monthly inspections in monthly QAPI for November and December. With a goal compliance of 98%.	12/31/24

- This Corrective Action Plan is to be electronically submitted to the Pod-specific National SVH Program Manager for Quality and Oversight
- In accordance with Section 163(c)(3) of the Joseph Maxwell Cleland and Robert Joseph Dole Memorial Veterans Benefits and Health Care Improvement Act of 2022, all SVH CAPs are required to be published to a publicly available internet website. Beginning with 2023 VA Surveys, each final, accepted CAP will be posted verbatim to a public-facing website.

51.190 Infection control. The facility management must establish and maintain an infection control program designed to provide a safe, sanitary, and comfortable environment and to help prevent the development and transmission of disease and infection.	New Vaccination protocol and education on this years flu vaccine presented to Veterans in Veteran Council meeting on 11/13/24.	All veterans (residents) are at risk for being affected by the same deficient practice.	<ol style="list-style-type: none">1. Director of Nursing/Designee will establish a vaccination protocol that includes staff responsibility, consent documentation, monitoring adverse effects and proper Veteran/Family education by November 15, 2024.2. Education to nursing staff on new established protocol for vaccinations by November 30, 2024.3. Director of Nursing Services and/or Assistant Director of Nursing services will audit ten (10) veteran records each month, for November and December, to ensure informed consent has been obtained and is documented, as well as ensuring the completion of assessments for adverse effects of vaccine administration.	Audit findings will be reviewed in QAPI meetings for November and December 2024. With a goal compliance of 98%.	December 31, 2024

- This Corrective Action Plan is to be electronically submitted to the Pod-specific National SVH Program Manager for Quality and Oversight
- In accordance with Section 163(c)(3) of the Joseph Maxwell Cleland and Robert Joseph Dole Memorial Veterans Benefits and Health Care Improvement Act of 2022, all SVH CAPs are required to be published to a publicly available internet website. Beginning with 2023 VA Surveys, each final, accepted CAP will be posted verbatim to a public-facing website.