

State Veterans’ Homes (SVH) Corrective Action Plan
Veterans Home of California – Yountville (VHCY) Domiciliary 09/14/23-09/15/23

Important: Attestation by the SVH leadership, including the SVH nurse leader, of actions to assure timely completion of goals and establishment of oversight to assure continued improvement in areas identified for correction. 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.

State the Issue Identify the Regulation and Findings	Address how corrective action will be accomplished for those residents found to be affected by the deficient practice (Actions should align with Quality Assessment and Assurance fundamentals)	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 (Actions should align with Quality Assessment and Assurance)	Proposed Completion Date (i.e. when corrective action will be fully implemented and sustained)
<p>§ 51.300 (h)(1) Environment</p> <p>The findings include: The facility policy titled, “Cleaning, Daily Restroom & Shower Room,” approved 8/22/22, stated: “PROCEDURE OVERVIEW: To promote a healthful environment, prevent the spread of bacteria, and to control odor in restrooms and showerrooms they will be cleaned daily PROCEDURE: ...6. Use dampened rag with germicide solution to dust all surfaces and spot wash walls, doors, vents, stalls etc. ...9. Clean floor with a broom or vacuum. Pick up debris with dust pan and discard. 10. Using specified containers with Johnny mop, thoroughly wipe down toilets, sinks, urinals, shower stalls. Be sure to cleaning surrounding tile and undersides / pipes. 11. Use cleanser and scouring pads to remove buildup on any surface including shower stalls and water deposits around fixtures. 12. Use brush for grout of shower tile. 13. Rinse and wipe hardware and undersides to</p>	<p>On 09/14/2023 and 9/15/23, the Veterans Home California Yountville (VHCY) Custodian Supervisor II assigned VHCY Housekeeping staff to clean and completed the following tasks below -</p> <p><u>Section E</u></p> <ul style="list-style-type: none">• E-122 the Women’s Restroom and (in the same hallway) the men’s restroom• Trash Can near smoking area <p><u>Section C</u></p> <ul style="list-style-type: none">• 143 The Shower room• 127 The Shower room• 118 The Bathroom• Hand sanitizer dispenser near kitchen/ Laundry room #114• 113 The Shower room• Hand sanitizer in Hallway near the elevator <p>Residents residing in Domiciliary Section C and Section E have the potential to be affected by this finding.</p>	<p>On 9/14/2023 and 9/15/2023, the VHCY Chief of Domiciliary and VHCY Hospital Administrative Resident II conducted environmental rounds in other domiciliary buildings. They confirmed that no other bathrooms and shower rooms were deficient. No other residents were affected by this finding.</p>	<p>On September 2023, Using the Cleaning, Daily Restroom, and Shower Room policy, the VHCY Housekeeping Supervisor in-serviced the VHCY Custodians regarding the cleaning procedures.</p> <p>On 10/12/2023, the VHCY Chief of Domiciliary developed a Residential Care Specialist (RCS) Monthly Rounds Form to monitor the homelike environment of the Domiciliary buildings.</p> <p>On 10/18/23, the VHCY HAR II / designee trained the RCS regarding the form for the monthly rounds.</p>	<p>The VHCY Chief of Domiciliary or their designee created a tracking system to ensure the restrooms and showerrooms are kept clean. This system monitors the performance and compliance of the staff responsible for cleaning these areas based on RCS rounds. The target goal for compliance is set at 90%, and data will be collected and evaluated monthly. The findings will be reported to the Domiciliary Quality Assurance Performance Improvement (QAPI) Committee by the VHCY Chief of Domiciliary or their designee at least quarterly until two consecutive reporting periods have been accomplished</p>	<p>May 31st, 2024</p>

<p>prevent waterspots. 14. Using deck / corner brush, scrub floor and corners under fixtures and shower stalls... 16. Mop entire room thoroughly, be sure to glide mop along edges to clean never push mop against wall" [sic]. According to the "Resident Bill of Rights, California Code of Regulations Title 22," dated February, 2005: "(e) The facility shall be clean, sanitary, and in good repair at all times."</p> <p>1. During an interview, on 9/14/23, at 2:30 p.m., Resident #8 along with Resident #1, Resident #2, Resident #3, Resident #4, and Resident #5, voiced the following concerns regarding Section E / Washington Hall:</p> <ul style="list-style-type: none">• Staff have no accountability. The staff does the least amount of work to get by. They stated it took about a year to get someone to thoroughly wash the kitchen floor.• The cleaners need to clean the counters and sink in the bathrooms. The floors in the bathrooms need to be cleaned better, especially in the corners.• In the men's restroom, they need to be mopped more often because they tend to urinate everywhere. <p>Observation of Section E, on 9/14/23, starting at 2:45 p.m., and escorted by Registered Nurse (RN) C, revealed the following:</p> <ul style="list-style-type: none">• The trash can next to the outside resident smoke area had a sticky substance and black smudges all over it. The ground surrounding the trash can had what appeared to be a black, sticky substance on it.• The baseboards along the main hallway had dirt build-up under the wax.• In the women's restroom near resident's room 122, there was dirt build-up in the corners on the floor.• Showers had a white substance, possibly soap scum, on the tiled walls and tiled floors.• In the men's restroom on same hall there were traces of yellow stains in the					
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<p>corner near the urinal.</p> <ul style="list-style-type: none">• The grout in both restrooms was dark and discolored. <p>2. During an interview, on 9/14/23, at 2:40 p.m., Resident #6 voiced concerns regarding the showerrooms in Section C /Wilson Hall, which were supposed to be cleaned by housekeeping staff daily. According to Resident #6, bathrooms and shower rooms were not sanitary, and the walls behind and the stalls between the toilets were never cleaned. Resident #6 directed the surveyor to observe the condition of Shower Room 143 as an example.</p> <p>Observation of Shower Room 143 was made in the company of Resident #6 beginning at 2:36 p.m., on 9/14/23, with photographic evidence obtained. The following concerns were identified:</p> <ul style="list-style-type: none">• The P-drain pipes under the single countertop of the three <p>(3) hand sinks were heavily coated with dust, and the door to one (1) of the access panels under the countertop was ajar with a thick coating of dust around the edges of the door.</p> <ul style="list-style-type: none">• The tiled wall under the countertop was visibly soiled and the grout was discolored.• All surfaces of the tiled walls and metal doors and panels comprising the toilet stalls were visibly soiled, as were the safety rails mounted to the panels. The floors of the toilet stalls were also visibly soiled, and a build-up of dirt and debris was noted in the corners.• The tiled walls and floors of the two (2) shower stalls were visibly soiled with a white build-up of soap scum; the tiled floors of both showers were visibly soiled; the corners of the stalls had dirt build-up in them, and the grout was discolored.• The drain grate of the shower stall facing the outside wall of the facility had an accumulation of dried hair and debris in it, and the corner of the dressing stall where the					
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<p>shower bench was located contained a large build-up of dirt and debris.</p> <p>According to Resident #6, the concerns identified in Shower Room 143 were representative of all the shower rooms in the rest of Section C / Wilson Hall. The above concerns were subsequently shared with RN A and Certified Nursing Assistant (CNA) B, at 2:54 p.m., on 9/14/23. RN A agreed the shower room was not clean. CNA B stated he/she would need to submit a work order to have it cleaned. The above concerns were also shared to the Director of Nursing (DON) at approximately 4:00 p.m., on 9/14/23, and photographic evidence obtained during the tour with Resident #6 was shown to the DON and the Assistant Director of Nursing (ADON) for the Skilled Nursing Facility, who was taking notes during the interview. At that time, the DON stated Shower Room 143 would be thoroughly cleaned.</p> <p>Additional observations were made on the first floor of Section C in the company of RN D, on 9/15/23, as follows, with photographic evidence obtained.</p> <p>Observation of Shower Room 127 began at 10:33 a.m., on 9/15/23. RNA and CNAB were present at the beginning of this observation and reported this shower room had already been cleaned. Observations found the following:</p> <ul style="list-style-type: none">• The tiled walls of both shower stalls were visibly soiled with a white build-up of soap scum that was easily removed when scraped with the surveyor's fingernail.• The tiled floors of both shower stalls were visibly soiled with a white build-up of soap scum, and the grout was discolored with an accumulation of dirt and debris.• The legs of the shower benches, which were available for use by any resident, were visibly soiled.• All surfaces of the tiled walls and					
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<p>metal doors and panels comprising the toilet stalls were visibly soiled, as were the safety rails mounted to the panels.</p> <ul style="list-style-type: none">• The bottoms of the metal panels of the toilet stalls were pocked with rust.• The floors of the toilet stalls were visibly soiled, and a build-up of dirt and debris was noted in the corners.• A heavy accumulation of dust was noted along the top edges of the metal panels of the toilet stalls.• The drain grate of one (1) of the tiled shower stalls contained a large wad of hair that was easily dislodged with the surveyor's shoe. <p>Observation of Tub/ Toilet Room 118 began at 10:40 a.m., on 9/15/23, with the following findings:</p> <ul style="list-style-type: none">• The tiled floor was visibly soiled upon entrance to the room, with dried drips and splashes observed on the tile.• There was an accumulation of dirt and debris in the grout behind the toilet.• There was a heavy build-up of soap noted in the tiled soap holder built into the wall above the tub. Three (3) miniature bottles of liquid personal care products were present in the corner of the tub surround. <p>Observation of the hand sanitizer dispenser mounted on the wall in the hallway outside of Kitchen Laundry Room 114, at 10:42 a.m., on 9/15/23, found the drip pan was visibly soiled with liquid containing dirt particles, debris, and the body of a dead insect.</p> <p>Observation of Shower Room 113 began at 10:43 a.m., on 9/15/23, with the following findings:</p> <ul style="list-style-type: none">• The P-drain pipes under the single countertop of the three (3) hand sinks were heavily coated with dust, and the door to one (1) of the access panels under the countertop was ajar, with a piece of blue masking tape across the top edge of the door and a thick coating of dust around the edges of the door.					
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<div><ul style="list-style-type: none">• The tiled wall under the countertop was visibly soiled and the grout was discolored.• The tiled walls and floors of the two (2) shower stalls were visibly soiled with a white build-up of soap scum; the tiled floors of both showers were visibly soiled; the corners of the stalls had dirt build-up in them, and the grout was discolored.• The drain grates of the shower stalls contained accumulations of dried hair and debris.• The legs of the shower benches, which were available for use by any resident, were visibly soiled.• The built-up soap holder in one (1) of the shower stalls was visibly soiled with soap scum and a dark-colored substance.• There was a large cobweb containing trapped dust in the upper corner of one (1) of the windows.• All surfaces of the tiled walls and metal doors and panels comprising the toilet stalls were visibly soiled, as were the safety rails mounted to the panels.• The bottoms of the metal panels were pocked with rust.• The floors of the toilet stalls were visibly soiled, and a build-up of dirt and debris was noted in the corners.<p>Observation of the hand sanitizer dispenser mounted on the wall in the hallway near one (1) of the elevators at 10:48 a.m., on 9/15/23 found the drip pan was visibly soiled with dirt particles and debris.</p><p>The above findings were discussed with the DON at approximately 12:15 p.m., on 9/15/23, with photographic evidence also electronically shared with the ADON of the Skilled Nursing Facility at that time.</p></div>					
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- This Corrective Action Plan is to be electronically submitted to the Pod-specific National SVH Program Manager for Quality and Oversight