

**Department of Inspections and Appeals
Health Facilities Division
Citation**

Number 5478		Report date June 19, 2014; Corrected 6/25/14		
Facility name North Lake Manor		Survey dates May 22, 27-28 2014 and June 2-4, 2014		
Facility address 1325 North Lake Ave				
City Storm Lake, IA 50588		HL		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date
56.6(1)	481—56.6 (135C) Treble and double fines. 56.6(1) Treble fines for repeated violations. The director of the department of inspections and appeals shall treble the penalties specified in rule 481—56.3(135C) for any second or subsequent class I or class II violation occurring within any 12-month period, if a citation was issued for the same class I or class II violation occurring within that period and a penalty was assessed therefor.	I	\$24,000.00 Treble Fine (\$8000.X3) Held In Suspension	Upon Receipt
58.28(3)e AND	481—58.28(135C) Safety. 58.28(3) Resident safety. e. Each resident shall receive adequate supervision to protect against hazards from self, others, or elements in the environment. (I, II, III)			
58.28(3)f	481--58.28(3)f f. Residents shall be protected against physical or environmental hazards to themselves. (I, II, III)[ARC 1398C , IAB 4/2/14, effective 5/7/14] DESCRIPTION: Based on observation, record review and interviews, the facility failed to ensure each resident received adequate supervision to protect against hazards in the environment for one (1) of five (5) residents reviewed. On 5/17/14 staff transferred Resident #1 with the Medline mechanical lift. Staff used a sling not recommended for the Medline lift and staff interview revealed the facility did not have any Medline slings. During the transfer, a corner of the sling came off the lift causing the resident to fall forward out of the sling to the floor. The resident struck his/her head on the floor. The medical examiner report identified the resident expired from subdural bleed and subarachnoid hemorrhage due			

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	<p>to the fall from the mechanical lift. Findings include:</p> <p>1. A Minimum Data Set (MDS) with assessment reference date of 4/27/14 assessed Resident #1 with a brief interview for mental status score of "12" (moderate cognitive impairment). The MDS identified the resident to require total assistance of two or more staff with bed mobility, transfers and toileting. The resident required total assistance of one staff with dressing, personal hygiene and bathing and extensive staff assistance with eating. The resident was nonambulatory and used a wheelchair for mobility. The resident had diagnoses that included: Dementia and Psychotic Disorder. The resident did not have a history of falls. The resident measured 66 inches in height and weighed 150 pounds.</p> <p>A care plan dated 4/30/14 identified the resident with a high risk for falls because of inability to independently bear weight, declining medical status, decreased strength of upper/lower extremities, confusion/dementia, balance problems and general weakness. The care plan contained an addendum dated 1/20/14 that directed staff to transfer the resident using a Hoyer (mechanical) lift and assistance of two. The care plan problem also identified the resident with poor sitting balance and directed staff not to leave the resident sitting in an unsupported seat.</p> <p>A fall risk evaluation dated 1/24/14 identified the resident with a score of "23". A score of 10 or above identified the resident as high risk for falls.</p> <p>An occupational therapy (OT) report, dated 5/8/14 revealed the OT saw the resident to evaluate the possibility of the resident using the EZ stand versus the Hoyer mechanical lift. The OT documented that based</p>			

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	<p>on the resident's history it may be unsafe to complete EZ stand transfers due to the nature of a previous femur fracture on a stand pivot transfer. The resident still complains of pain from the leg while in the Hoyer lift. The resident had severe dementia and anxiety which placed more stress on the legs. The resident also had limited upper extremity strength to hold self-up while in the EZ stand. The OT evaluated the Hoyer positioning and the suggestions included using slings with crossing leg straps for greater leg support and having one person gently extend the knees and position legs when lowering to bed to avoid increased pressure on joints and legs.</p> <p>a). An incident report (IR) dated 5/17/14 (no time identified) and written by Staff C (registered nurse) revealed the resident fell "head first" to the floor from the Hoyer [Medline] lift during transfer. A fall investigation identified Staff A and Staff B transferred the resident. The resident complained of a headache after the fall and did not understand why he/she laid on the floor prior to transport to the hospital. Prior to leaving, the resident was answering and asking questions. The IR identified a possible contributing factor for the incident as "user error". The Hoyer/mechanical lift [Medline] used when the incident occurred was removed from use after the fall. A North Lake Manor report dated 5/17/14 identified the situation as: the resident fell from the lift during a transfer to bed. The sling came off and the resident fell from midair. Following the incident and prior to transport to the hospital the resident's blood pressure was 146/72, pulse 108 and respirations 22. The resident had swelling on the back of the head. The resident used oxygen at 2 liters routinely prior to the fall and the resident complained of headache. The resident did not have leg pain and staff observed a scrape to the left elbow.</p>			

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	<p>The nurse's notes dated 5/17/14 described Resident #1's fall from the Hoyer lift at 1:43 p.m. Staff had transferred Resident #1 from the wheelchair to bed using the Hoyer [Medline] lift. One side of the Hoyer lift which would have been under the resident's left upper body was hanging free. Staff reported the Hoyer pad had fallen through or broken and the resident had fallen headfirst to the floor. The resident reported "My head, I have such a headache" and reached up to hold his/her forehead. The back of the resident's head had a large tender raised swelling area. The facility staff called the ambulance. At 1:55 p.m., the resident reported, "I'm scared." The nurse assessed the resident and the resident reported the "bad headache" remained. The ambulance arrived at 2:05 p.m. and transferred the resident to the hospital. Staff documented the Hoyer lift pad [sling] had been examined after the incident, and showed no current damages, rips, or tears [to the sling]. The staff documented no damages to the plastic pieces.</p> <p>An Iowa EMS (emergency medical services) report dated 5/17/14 identified EMS personnel found the resident lying supine on the floor when they arrived. They were informed that as staff transferred the resident, either the strap broke or came unhooked causing the resident to fall to the floor hitting the occipital area of the head. They stated the resident did not lose consciousness and only complained of headache. At the time of EMS arrival the resident was conscious and responsive asking who they were and where the resident is going, who the doctor was. The resident denied neck, shoulder, back or hip pain. The resident did have a lump to the back of the head. The area was palpated and a hematoma was noted to the occipital area. The resident moved feet upon request and then squeezed EMS hands with equal and fairly</p>				

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	<p>strong grips. They took the resident to the ambulance. Once inside and enroute, the resident asked several times if he/she was going to die, if he/she is going to be alright and who is going to see him/her.</p> <p>A hospital emergency room (ER) encounter dated 5/17/14 stated the resident presented following a fall from a Hoyer lift at about 2 p.m. that day. Imaging revealed acute upon chronic subdural bleeding as well as subarachnoid bleeding and pericaliosal bleeding. The resident appeared semicomatose and the family did not want intervention so the resident admitted to the hospital and they obtained a hospice consultation. The ER report identified the resident with concussion and coma. Assessment of the head showed a 4 centimeter posterior scalp laceration. The pupils measured 4 millimeters and were fixed. The resident had snoring respirations. The resident was flaccid but moved all 4 extremities with deep pain.</p> <p>The death summary dated 5/18/14 identified the resident time and date of death as 5:30 a.m. on 5/18/14. The principal diagnosis was: Acute subdural hematoma. The report identified that the resident was awake upon reaching the ER. During the process of the CT (computerized tomography) performed the resident became unconscious with weak, shallow, gurgling respirations. The pupils became fixed and dilated. The CT showed a large subdural hematoma on the right and bleeding into the subarachnoid space and pericallosal region midline anteriorly. Over a fairly brief period of time, the resident continued his/her normal respirations somewhat impaired due to the intracranial pressure and subsequently had respiratory arrest.</p> <p>A preliminary report of investigation by medical</p>			

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	<p>examiner identified the manner of death as "accident". The probable cause of death was: 1. Subdural hematoma, Subarachnoid Hemorrhage 2. Due to fall from Hoyer lift.</p> <p>A Storm Lake police report dated 5/18/14 stated on 5/17/14 at 1:52 p.m. two officers were dispatched to North Lake Manor to assist the ambulance with an elderly resident who fell from bed during a transfer from a lift station. Upon arrival the officer observed an elderly resident laying on the ground inches from the bed. The resident seemed very confused and in pain. Staff nurses told the officer that during transport, the lift came apart and the resident fell hitting the back of the head on the floor thus causing a goose egg on the back of the head. The resident transported to the ambulance. The resident kept asking where he/she was going and seemed unknowing as to what was happening. As the resident exited the building he/she repeated aloud, "Help me!"</p> <p>Regarding facility investigation of the incident at the start of the investigation, the Administrator stated on 5/22/14 at 9:38 a.m. that the incident occurred due to human error. The Administrator reported from her investigation, she thought the plastic clip from the sling came off the end of the lift bar hook. The Administrator stated it was a tragic human error.</p> <p>Staff Interviews:</p> <p>On 5/22/14 at 11:35 a.m. Staff A (nurse aide) stated after lunch Resident #1 wanted to lay down so she and Staff B got the resident in the mechanical lift. Staff B operated the lift while Staff A held the resident's feet. She stated one of the bars of the mechanical lift went in a vertical position and the corner of the sling slipped off</p>			

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	<p>the bar causing the resident to fall forward and then out of the lift head first. The resident hit the concrete on the back of the head. The resident started moaning and may have passed out for a few seconds and then stated "oh it hurts". Staff A ran and got Staff C (registered nurse) while Staff B stayed with the resident. Staff A stated Staff D (registered nurse) also arrived. Staff called 911. Staff A stated the screw in the bar of the lift may have been loose. Staff A stated she heard the lift broke one or two months before. Staff A heard the bar of the lift came off during a transfer with Resident #1 prior to the 5/17/14 fall. Staff A stated she did not check the bolts before using the lift on 5/17/14 and she couldn't remember if she had training on how to use the lift. Staff A stated it was so loud when the resident hit the floor that she thought the resident was dead.</p> <p>On 5/22/14 at 11:45 a.m. Staff B (nurse aide) stated when it was about time for Staff B to go home, Resident #1 asked staff to transfer him/her from the wheelchair to bed. They hooked the resident up to the lift and Staff B operated the machine. Staff A held the resident's feet. As the resident rose up in the lift, the sling came off the hook and one side was loose. The bar went up and down (vertical) so the sling could come down and off. The resident fell and hit the back of his/her head causing a hard loud noise and when the resident hit the floor, his/her eyes rolled back so only the whites of the resident's eyes showed. The resident moaned. The nurse came and the resident told the nurse he/she was hurting. Staff B stated they don't check the screws on the lift prior to using it but afterward she thought the screw was loose because the bar went vertical. Staff B stated prior to the incident on 5/17/14 the same part came undone but staff got a hold of the resident and kept the resident from falling. Staff B identified Staff E</p>			

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	<p>(nurse aide) as involved in that incident. Staff B stated she didn't know how they repaired the lift after that incident but it was the same lift. Staff B stated the facility needs to check the EZ stand and lift more often. The lift they used on 5/17/14 was the only lift staff uses for the entire building. After the incident occurred with Resident #1 and Staff E, the facility ordered a new lift but Staff B did not know if it came in yet or not. Staff B stated when she began employment on 1/15/14, she received training on using the lift.</p> <p>On 5/22/14 at 12:08 p.m. Staff C (registered nurse) stated she heard Staff A shout and then Staff A came running to the nurses station and said Resident #1 was on the ground. As Staff C assessed the resident, Staff B ran and got Staff D (registered nurse). Staff C stated the resident wanted his/her head lifted and kept turning his/her head so put the resident's head on a pillow. At that time she noticed a large goose egg on the back of the resident's head. The ambulance came and got the resident. When Staff C asked what happened, Staff A said the bar on the lift tilted and the sling came off. Staff C stated she used lifts and her only supposition was that the sling was not properly attached. Once it's in the hook of the bar on the lift, it won't come off. Staff C stated there were no problems with the lift that he/she knew of. Staff C stated within the last 6 weeks a screw came out of the end of the bar on one of the lifts. Staff saw it coming out and grabbed the resident and got the resident into bed. Staff C did not know if it was the same lift involved in the 5/17/14 incident.</p> <p>On 5/22/14 at 10:50 a.m. Staff D (registered nurse) stated she was the charge nurse on the other wing on the day of the incident. Staff A came and said "Staff C needs you- Resident #1 fell out of the lift". Staff D went</p>			

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	<p>to Resident #1's room and the resident was on the floor. Staff C informed her that the resident slid out of the lift head first. Staff D looked at the lift and saw the bar was vertical and the sling on the top left side was off. Staff D stated she did not know of the lift bar to tilt like that before and no sling came off before. She stated there had been no issues with the lift before that she knew of. Following the incident, the resident talked to the staff and was upset. The resident wanted up from the floor and started crying when he/she realized he/she was going to the hospital. Staff D stated the only thing she heard was when the resident went up in the lift, the top of the resident's body may have caused the bar to turn and the resident slid out. She stated the bar on the other side does not twist and got vertical like the other one. The other side moves very little.</p> <p>On 5/22/14 at 12:35 p.m., the Administrator stated the facility purchased the Medline lift a little over a year ago.</p> <p>b. Prior lift incident:</p> <p>An incident/fall investigation dated 5/6/14 (no time listed) and written by Staff G (registered nurse) revealed the resident bumped the right side of his/her forehead during a transfer. The resident received a 3 centimeter (cm.) round bump and blue bruise to the forehead. The possible contributing factor to the injury was listed as: "during transfer". The intervention following the incident was "Educated nurse aides to use care with transfers" and "Physical therapy and Occupational therapy working to change how we transfer resident".</p> <p>Regarding the 5/6/14 bruised forehead, Staff G stated on 5/28/14 at 3:27 p.m. stated at the time they discussed what happened and due to the location of the</p>			Upon Receipt

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	<p>bruise they decided it most likely occurred during a transfer. Staff G stated the resident had the bruised forehead before the incident in which the bolt came out of the bar of the lift.</p> <p>On 5/22/14 at 1:30 p.m. Staff F (nurse aide) stated she and another nurse aide transferred Resident #1 to bed when a bolt came out of the bar of the lift. Staff F stated the resident was close to the bed at the time so they held onto the resident's body in the sling and pulled the machine closer to the bed and the resident got in the bed. Staff F stated after the resident got in bed, some parts came off the machine. She didn't know who fixed the machine.</p> <p>On 5/28/14 at 3:27 p.m. Staff G (registered nurse) stated she was not in the room when the incident with the lift occurred on 5/6/14. The screw popped out. Staff E and Staff F grabbed it and held it in place and put the resident into bed safely. The bar, nut and bolt came off the machine after the resident got into bed.</p> <p>On 5/22/14 at 12:55 p.m., the maintenance person stated he does routine checks of the lift weekly and only one routine check on 5/12/14 identified a loose screw on one of the bars of the lift. It was the same area on the bar in which Staff E identified came out previously. The maintenance person stated he did not know which side was loose that he tightened. To tighten the screw, he stated he pulled the screw out, applied Perma-Lock (high strength threadlocker) and then placed it back in the bar and tightened it.</p> <p>On 5/22/14 at 1:05 p.m. Staff E (nurse aide) stated on 5/6/14 she and Staff F (nurse aide) transferred the resident from the wheelchair to bed and when they had</p>			

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	<p>the resident up in the lift and pulled the wheelchair away and turned the resident in the lift, and they heard a clunk and the screw went flying. The bar went really crooked and Staff E had to hold the resident up to even the sling or the resident would have rolled out of the sling. Staff E thought it was the bar on the left side of the lift. After they got the resident in bed, the bar and other pieces went flying. Staff E stated she told Staff G (registered nurse) and gave her the pieces. Staff E stated she filled out an injury form because she hurt her back during the incident. Staff E had a day off and came back and the lift was put together and Staff E was told it was "tightened really good". Staff E asked if they were sure it was tightened. After that, Staff E stated staff needed to keep checking the bolts or they would get loose again. Staff E stated she did not know who fixed the lift. In her written statement attached to an incident report dated 5/6/14, Staff E wrote they transferred Resident #1 from chair to bed. When up in the air, Staff E had trouble turning the resident and when Staff E got the resident turned, she saw and heard a piece come off. Before it clanked and fell out, Staff E shoved the screw back in and held the resident up to relieve some weight so the bar wouldn't come off while quickly scooting the resident to the bed and lowering the resident to the bed. As they finished putting the resident on the bed, the bar came off the lift and Staff F handed parts to her and Staff E went to the nurse. Staff E identified the lift as the same one in the Administrator office that was involved in the 5/17/14 incident.</p> <p><u>Reenactment:</u></p> <p>On 5/22/14 at 12:07 p.m., observation of the sling (Arjo) used at that time showed the sling pad did not contain the crossing leg straps as recommended by the</p>			

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	<p>OT on 5/8/14. Staff A and Staff B reenacted the incident. They demonstrated that the bar on one side of the Medline lift went vertical and then the plastic piece on the Arjo sling came off the hooked end of the arm bar of the lift. At that time, the Administrator stated a Medline account manager representative informed her it would be fine to use the Arjo sling with the Medline lift.</p> <p>Medline Representatives:</p> <p>On 5/22/14 at 2:45 p.m. two Medline representatives from Chicago arrived to assess the lift for defects and malfunction. One was Director of Product Development for Medline and the other was Quality Engineer for Medline. The Quality Engineer stated the bar on the lift is supposed to turn. The fact that it went vertical during a transfer is not an issue, it's supposed to be able to safely do that. The manual says to perform routine maintenance of once a month. The facility checked the lift weekly so they went above and beyond the requirement. The maintenance person tightening the bolt was perfectly acceptable and following that it was safe for the facility to return the lift to service. The Quality Engineer stated they came to check the lift or sling for damage and see if anything was abnormal. Everything was fine.</p> <p>On 5/22/14 at 3:10 p.m. the Quality Engineer stated if a sling is put on the lift correctly, it should not come off during a transfer but staff did not use a Medline sling so he cannot speak for the safety of it since they have not tested it. The facility used an Arjo sling which has a plastic piece that fits on the bar hook while a Medline sling has a larger loop approximately 1 to 3 inches long and is made from fabric. The Arjo sling is a different style. At that time, the Administrator again stated the</p>			

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	<p>Medline account manager told her it shouldn't be a problem to use the Arjo sling with a Medline lift. The Director of Product Development then stated they would have to speak to the account manager about that. The Quality Engineer stated they recommend the use of a Medline sling with a Medline lift. They do not test other slings made by other companies so they do not have safety data on this. Since he can't give test data on it, they don't recommend the use of other brands.</p> <p>On 5/27/14 at 9:30 a.m. the Administrator stated she spoke with the Medline account manager on 5/20/14 at 3:35 p.m. (after the incident) and asked him if an Arjo sling would work with a Medline lift and he thought it would work. The Administrator stated she had no idea how long the Arjo sling had been here. She never ordered an Arjo sling and it was purchased on an unknown date. She stated she ordered "universal" slings" called "Reliant". She stated she spoke with an Arjo representative to see if an Arjo sling worked with a Medline lift and was told they don't test their slings with other brands of lifts so there is no data available on their products used with other equipment brands.</p> <p>On 5/27/14 at 3:25 p.m. the MDS coordinator stated the facility had two Arjo slings. The facility had no Medline slings.</p> <p>On 5/27/14 at 12:55 p.m. the Quality Assurance person for Medline stated she spoke with the account manager and he did not say it was Ok for the facility to use an Arjo sling with a Medline lift. She stated their manual directs facilities to use only Medline slings with Medline lifts. They only safety test with their own slings. The Medline QA person stated she sent the facility a Medline lift owner's manual on 5/21/14 (after the incident).</p>			

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	<p>Medline Lift Manual:</p> <p>Review of the Medline lift manual identified a WARNING! : Medline slings are specifically designed for use on Medline lift equipment. For optimal performance use genuine Medline 6 point slings on Medline equipment. USE OF NON MEDLINE SLINGS IS UNSAFE AND MAY RESULT IN INJURY TO THE RESIDENT OR CAREGIVER.</p> <p>The Medline lift allows a resident to be lifted and transferred safely with minimum physical effort required by the caregiver. Before attempting to lift anyone please practice operating the lift and read the manual completely.</p> <p>The manual also stated ALWAYS CHECK THE FOLLOWING BEFORE LIFT OPERATION-the nuts, bolts and fasteners are secure.</p> <p>On 5/27/14 at 5:34 p.m., the Administrator confirmed she did recently receive a lift manual from Medline. She stated they did find their manual after that (in the maintenance shed in a file).</p> <p>During an interview on 5/27/14 at 4:30 p.m. with the former Director of Nursing (DON), she stated she had the Arjo sling in circulation for staff to use because no one said it could not be used with the Medline lift. She stated she didn't even know the staff used the Arjo sling until about a week before the incident. The DON thought it was safe to use. She stated she did not read the Medline lift manual because maintenance took it when they put the lift together. She stated she may have skimmed the Medline lift manual but she didn't read anything about slings.</p>			

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Administrator

Date

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Health Facilities Division
Citation**

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	<p>An email from the Arjo senior account executive dated 5/29/14 wrote that based on FDA directives they do not recommend the use of an Arjo sling on a competitor's lift. Arjo does not authorize the use of a competitor's sling on an Arjo system. The Arjo representative wrote that "even from a liability standpoint it would be contraindicated".</p> <p>Other staff:</p> <p>On 5/27/14 at 5:05 p.m. Staff H (nurse aide) stated she never used the small lift pad (Arjo) on the resident because when transferred, the resident was usually asleep. She didn't think it was safe for the resident so she always used a bigger sling.</p> <p>On 5/27/14 at 5:10 p.m. Staff I (nurse aide) stated she didn't use the Arjo sling with the resident because it seemed small.</p> <p>On 5/27/14 at 5:22 p.m. Staff J (nurse aide) stated he was not comfortable with the Arjo sling. When he used it, the plastic piece would move on the bar of the lift. He stated the cloth "ribbon" slings work better. He stated he would always get a different sling if he saw the Arjo on the lift. He wasn't comfortable with it because it didn't look right. He didn't tell anyone about his concerns.</p> <p>On 5/27/14 at 5:25 p.m. Staff K (nurse aide) stated she never used the Arjo sling. When she looked at the Arjo sling she just didn't want to use it because it looked small.</p> <p>Observation of lift transfers:</p>			

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	<p>Observation showed, on 5/22/14 at 10:36 a.m. two staff transfer Resident #3 from the wheelchair into bed using the Invacare mechanical lift. Staff used an Invacare Reliant sling and looped cloth loops onto the lift which were held into place with safety clips. The resident transferred without incident.</p> <p>Observation showed, on 5/22/14 at 10:45 a.m. two staff transfer Resident #4 from the wheelchair to the recliner using the Invacare lift. Staff used an Invacare Reliant sling and looped cloth loops onto the lift which were held into place with safety clips. The sling was inside out so when staff attempted to position the resident as the resident lowered into the recliner, they did not have the loop to grab at the back of the sling. Instead staff used the outsides of the sling to position the resident and the resident transferred from the wheelchair into the recliner without incident.</p> <p>Observation showed, on 5/22/14 at 12:33 p.m. two staff transfer Resident #2 from the wheelchair to the recliner using the Invacare mechanical lift. Staff used an Invacare Reliant sling and looped purple fabric loops at the top of the sling onto the lift for transfer and green loops to the lift at the bottom of the sling. Safety clips held the sling loops in place onto the lift. The resident transferred into the recliner without incident.</p> <p>On 5/27/14 at 1:48 p.m. the Administrator stated immediately following the incident, she pulled the lift and sling from service. Staff watched a video on 5/19/14 and 1 to 1 training was provided regarding mechanical lifts. They had a Medline quality engineer and product development director come and evaluate the lift. The Administrator stated from now on she was only buying one type of sling and 1 type of lift.</p>			

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	<p>On 5/27/14 at 3:25 p.m. the MDS coordinator stated the Arjo slings were pulled and placed in the Administrator's office. They have five Invacare Reliant slings. Observation of the current lift in use at the facility identified it was an Invacare 450. The 5 slings in use at the facility were Invacare Reliant slings. The Invacare website identified "only Invacare slings and accessories should be used on Invacare lifts". They had 2 Invacare Reliant slings before the incident that they used with the Medline lift and since the incident, the facility has obtained 3 more Invacare reliant slings to use with the rental Invacare lift. She reported the facility did not have any Medline Slings.</p> <p>On 5/27/14 at 3:40 p.m. observation of slings in the Administrator office revealed 3 Arjo slings and one white sling that did not have identification as to brand. The Administrator & MDS coordinator did not know what brand it was.</p> <p>Observation showed, on 5/28/14 at 9:50 a.m. two staff transfer Resident #5 from the bed to the recliner using the Invacare mechanical lift. Staff used an Invacare Reliant sling and looped green fabric loops at the top of the sling onto the lift for transfer and green loops to the lift at the bottom of the sling. Safety clips held the sling loops in place onto the lift. The resident transferred into the recliner without incident.</p> <p>On 5/28/14 at 4:45 p.m. the Administrator stated the person that brought the rental lift to the facility after the incident demonstrated its use to staff working at the time and the Director of Nursing (DON). The DON then 1 to 1 trained staff that were not present when the person delivered the lift. The DON obtained the video but the</p>			

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	Administrator did not know where she got it. It was called "Take It Slow." She did not know if it was specific to the Invacare lift that the facility now used. She stated she had no evidence for the 1 to 1 training. FACILITY RESPONSE:			

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58.19(1)a	481—58.19(135C) Required nursing services for residents. The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules: 58.19(1) Activities of daily living. a. Bathing; (II, III)	II	\$500.00 Held in Suspension	Upon Receipt
58.18(4)	481—58.18(135C) Nursing care. 58.18(4) The facility shall provide prompt response from qualified staff for the resident's use of the nurse call system. (II, III) (Prompt response being considered as no longer than 15 minutes.) [ARC 1398C, IAB 4/2/14, effective 5/7/14]			
58.45(1)	481—58.45(1) Staff shall display respect for residents when speaking with, caring for, or talking about them, as constant affirmation of their individuality and dignity as human beings. (II)			
58.20(6)e	481—58.20(135C) Duties of health service supervisor. Every nursing facility shall have a health service supervisor who shall: 58.20(6) Supervise health services personnel to ensure they perform the following restorative measures in their daily care of residents: e. Assisting residents with routine range of motion exercises; (III)			
58.19(1)e	481--58.19(1) Activities of daily living. e. Shaving; (III) DESCRIPTION: Based on observation, record review, staff and resident			

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	<p>interviews, the facility failed to have sufficient nursing staff to provide nursing related services as determined by resident assessments and individual plans of care for 10 of 13 residents reviewed regarding staffing. Residents did not receive baths, restorative care and call lights were not answered timely. Residents reported staff failed to display respect for residents when addressing their needs. Facility census was thirty-nine (39) residents.</p> <p>Findings include:</p> <p>1. Review of resident council minutes identified the residents voiced the following information:</p> <p>a). 1/7/14 Sometimes it takes a while for call lights to be answered and other times they come right away. Facility expects staff to answer a call light within 5 to 7 minutes. The facility does periodically audit call light response times.</p> <p>b). 2/4/14 A resident stated he/she did not get enough baths. Another resident stated the aides come in and turn off the light and say they will be back and either doesn't come back or it takes forever. Another resident stated he/she did not get rehab. The form stated the resident is working with therapy.</p> <p>c). 3/4/14 A resident stated aides are still turning call lights off and leaving the room. Another resident stated he/she is not getting on the Nu Step.</p> <p>d). 4/1/14 Some residents are not walked enough. One resident stated there was a day last week when a resident didn't get their bath until the PM. Call lights are still turned off without staff answering. One resident is</p>			

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	<p>not getting on the Nu Step as much as they should. Several residents stated they are supposed to get therapy but it isn't getting done.</p> <p>e). 5/6/14 Several residents stated they are still not walked like they should be. Another resident stated the NuStep is not used as often as it should be.</p> <p>The facility provided staff reports for the time frame 3/30/14 to 4/12/14 that identified staffing as 3.42 hours per resident per day.</p> <p>From 4/13/14 to 4/26/14 the staffing hours were 3.48 hours per resident per day.</p> <p>The facility provided a call light audit form with audits conducted 2/11/14 through 4/28/14. The call light audit identified the longest call light response as 10.66 minutes on 4/22/14.</p> <p>2. A Minimum Data Set (MDS) with assessment reference date of 3/9/14 assessed Resident #9 with a brief interview for mental status score of "15" (no cognitive impairment). The resident required one staff assistances with bed mobility, transfers and bathing. The resident required limited staff assistance with ambulation, dressing and toileting. The resident was occasionally incontinent of urine.</p> <p>On 5/27/14 at 4:35 p.m. Resident #9 stated he/she did not get a bath that morning. A nurse aide came in and said the resident would not get a bath today because there was not enough help. The resident also stated he/she did not get restorative therapy. The resident stated he/she would appreciate getting therapy because the resident has terrible trouble with his/her arm and</p>			

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	<p>hand and the therapy helped. The resident stated that morning it took 30 minutes to get the call light answered. The resident stated he/she looked at a clock for the time.</p> <p>Review of bath records identified that Staff D (registered nurse) signed that Staff Q (nurse aide) gave the resident a bath that day in the front whirlpool.</p> <p>On 5/28/14 at 3:55 p.m. Staff Q stated she did not give the resident a whirlpool like Staff D documented. Staff Q stated she "wiped the resident down" while the resident sat on the toilet because there was not enough staff to give whirlpools.</p> <p>On 5/28/14 at 4 p.m. the MDS (minimum data set) Coordinator stated she spoke with Staff D who stated she documented the resident got a whirlpool because she saw Staff Q and Resident #9 come out of the whirlpool room first thing that morning.</p> <p>Review of therapy recommendations for restorative nursing program start date of 9/5/12 physical therapy suggested lower extremity exercises to maintain and increase lower extremity strength and occupational therapy suggested upper extremity exercises to decrease pain in the right upper extremity.</p> <p>Restorative nursing plan notes for April 2014 identified the exercises should be performed 3 to 5 times a week. The resident received the exercises 9 times that month.</p> <p>Restorative nursing plan notes for May 2014 identified the exercises should be performed 3 to 5 times a week. The resident received the exercises 4 times that month.</p>			

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	<p>On 6/3/14 at 8:38 a.m. the resident stated it took 45 minutes for the call light to get answered that morning and the resident watched the clock.</p> <p>3. A Minimum Data Set with assessment reference date of 4/13/14 assessed Resident #5 with a brief interview for mental status score of "13" (no cognitive impairment) The resident required total staff assistance with transfers and bathing. The resident required extensive staff assistance with bed mobility, dressing, toileting and personal hygiene.</p> <p>On 5/28/14 at 9:50 a.m., observation showed two staff transfer the resident to the wheelchair with the Hoyer lift. The resident had visible hair growth on the face. At 10:42 a.m. of the same date, the resident stated once in a while the call light takes 45 minutes to get answered. The resident stated he/she looked at a wristwatch. The resident didn't recall what he/she needed at the time. The resident stated he/she got exercises once in a while. The resident stated he/she would like to exercise more often. The resident stated he/she likes two baths a week. Today the resident didn't get one because staff came to the resident's room late to get the resident out of bed for communion. The surveyor asked if the resident liked his/her face unshaven and the resident stated no and that staff did not shave the resident for 3 days.</p> <p>A restorative nursing plan dated May 2014 identified the resident should get exercises 3 to 4 times a week. The resident received exercises 6 times in the month of May 2014.</p> <p>April 2014 restorative plans identified the resident received exercises 10 times that month.</p>			

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	<p>Bath records identified the resident received baths in May on the following dates: 5/2/14, 5/6/14, 5/9/14, 5/13/14, 5/16/14 and 5/20/14. (The surveyor received the bath records on 5/27/14).</p> <p>4. A Minimum Data Set (MDS) with assessment reference date of 3/2/14 assessed Resident #15 with a brief interview for mental status score of "13" (no cognitive impairment). The resident required the assistance of 2 staff for transfers and ambulation.</p> <p>An incident report dated 5/7/14 at 3:03 p.m. revealed the resident fell when he/she stood up and the resident's knee "gave out."</p> <p>A therapy recommendation for restorative nursing program dated 3/2/14 identified physical therapy recommended daily exercises to maintain and increase bilateral lower extremity strength.</p> <p>Review of the May 2014 restorative nursing plan identified the resident received restorative therapy 8 times. The resident refused on 5/12/14 due to going to a funeral. The resident refused on 5/8/14 for an unknown reason.</p> <p>Review of bath records identified the resident received one bath in May on 5/20/14.</p> <p>During interview on 5/27/14 at 2:30 p.m., the resident stated he/she wanted at least one bath a week. The resident stated sometimes he/she gets exercise with the staff daily and other times the resident does the some exercises per self when staff doesn't come. The resident stated on some days there is enough help and other</p>			

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	<p>days they are awful shorthanded.</p> <p>5. A Minimum Data Set (MDS) with assessment reference date of 4/27/14 assessed Resident #11 with a brief interview for mental status score of "14" (no cognitive impairment). The resident required one staff for assistance with bed mobility, transfers, ambulation, dressing, toileting, personal hygiene and bathing. The resident was occasionally incontinent of urine. The resident had diagnoses that included: Parkinson's Disease and Dementia.</p> <p>On 5/27/14 at 2:35 p.m. the resident stated the facility is short of help. The resident missed a bath a week or two ago. The resident wants at least 2 baths a week. The call light sometimes takes a while. The resident timed it with a watch within the last week and it took 45 minutes. The resident stated he/she was on the toilet and needed assistance and also needed his/her socks on. The resident stated he/she has had an accident waiting for help. It makes the resident's nerves bad when it happens.</p> <p>On 5/28/14 at 10:28 a.m., the resident stated he/she laid in bed for 1 3/4 hours that morning in urine. The resident stated he/she turned the call light on and Staff G (registered nurse) came in and asked if the resident wanted help. Staff G turned the call light off. The resident stated Staff G seemed very sarcastic. After Staff G turned the call light off, the resident laid there waiting for help for over an hour. It was 7:45 a.m. before the resident got to the dining room. The resident waited in urine. The resident timed the incident with his/her watch and a clock. The resident stated he/she lived at the facility for 3.5 years and hated to say anything. Finally Staff H (nurse aide) came in and helped him/her.</p>			

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	<p>When asked how laying in urine made the resident feel, the resident stated it made him/her feel "crappy, like "what am I doing here?" The resident stated he/she worked for 50 years and it was uncalled for to be treated that way. The resident stated he/she did not like to lay in urine.</p> <p>On 5/28/14 at 3:27 p.m. Staff G stated she did answer the resident's call light early that morning. She told the resident she would get help. She couldn't recall what staff she told. She stated she may have told both staff about the resident's request for help. Staff G stated the resident used the urinal and spilled it on him/herself. The resident was self-conscious and embarrassed about it and needed some help to clean up. Staff G stated she would not have turned the call light off if she had not talked to two staff right away.</p> <p>On 5/28/14 at 3:08 p.m. the MDS coordinator stated the resident is independent.</p> <p>Review of bath sheets identified the resident received a bath on 5/14/14, 5/24/14 and 5/28/14.</p> <p>6. A Minimum Data Set (MDS) with assessment reference date of 4/1/14 assessed Resident #14 with a brief interview for mental status score of "15" (no cognitive impairment). The resident required one staff for assistance with transfers and ambulation in corridor.</p> <p>On 5/28/14 at 8:49 a.m. Resident # 14 the resident stated staff are over worked at the facility. The resident stated no one was here to give baths on Saturday so she had a bath on Sunday. The resident wants at least 2 baths weekly. The resident stated he/she does not get exercise. The resident stated he/she can't keep</p>			

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	<p>balanced. The resident stated he/she doesn't go to activities because it's easier not to go than to depend on someone to take the resident back to his/her room. The resident sat for 30 minutes before.</p> <p>A restorative nursing plan identified the resident should receive lower extremity exercises 3 to 5 times weekly to maintain/increase lower extremity strength. Review of restorative nursing plans identified the following: March 2014 received exercises 12 times April 2014 received exercises 9 times May 2014 received exercises 3 times. May 2014 the nurse's notes identified the resident was sick and or not feeling well on 5/12/14, 5/13/14, 5/18/14, 5/20/14, and 5/23/14.</p> <p>Review of bath records revealed the resident received a bath on the following dates in May: 5/7/14, 5/21/14, 5/28/14 and 5/31/14.</p> <p>7. A Minimum Data Set (MDS) with assessment reference date of 2/23/14 assessed Resident #19 with a brief interview for mental status score of "14" (no cognitive impairment) The resident required extensive assistance of two staff with bed mobility, transfers, dressing, toileting, and bathing. The resident was occasionally incontinent of bladder.</p> <p>On 5/28/14 at 11:18 p.m. the resident stated the call light sometimes takes a while to get answered. One day, within the past couple weeks, it took 45 minutes when the resident needed the toilet. The resident times it with a clock. The resident didn't make it to the toilet in time and had an incontinent accident. When asked how that made the resident feel, the resident stated it was not unusual for him/her to be wet.</p>			

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Facility name North Lake Manor		Survey dates May 22, 27-28 2014 and June 2-4, 2014		
Facility address 1325 North Lake Ave				
City Storm Lake, IA 50588		HL		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date
	<p>The resident stated staff doesn't walk him/her and the resident is supposed to be able to get in and out of a car next month. Review of the resident's April and May 2014 walking sheet identified staff should walk the resident "at least twice a day". The April 2014 walking form identified staff did not walk the resident twice a day 15 out of 31 days. The May 2014 walking form identified staff did not walk the resident twice a day 14 out of 31 days.</p> <p>8. 4. A Minimum Data Set (MDS) with assessment reference date of 4/16/14 assessed Resident #3 with a brief interview for mental status score of 10 (moderate cognitive impairment) The resident required the assistance of two staff for bed mobility, transfers, dressing, and bathing. The resident did not ambulate. The resident had functional limitations in range of motion of the upper and lower extremities.</p> <p>A therapy recommendation for restorative nursing program directed staff to provide passive range of motion to all 4 extremities 3 to 5 times weekly. Review of restorative records identified the following:</p> <p>March 2014 received restorative exercises 11 times. April 2014 received restorative exercises 10 times. May 2014 received restorative exercises 6 times as of 5/28/14 (when the surveyor copied the restorative forms).</p> <p>9. A Minimum Data Set (MDS) with assessment reference date of 3/9/14 assessed Resident #16 with a brief interview for mental status score of "15" (no cognitive impairment). The resident ambulated and transferred independently. The resident required one staff for assistance with dressing and bathing.</p>			

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Administrator

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Health Facilities Division
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	<p>On 5/27/14 at 2 p.m. the resident stated the facility does not have enough help. The resident stated he/she did not get a bath last week due to not enough help. Yesterday the resident was supposed to have a bath by 4 p.m. and didn't get it until 9 p.m. The resident stated he/she doesn't get therapy more than twice a week but that was Ok with the resident. The resident stated he/she seldom uses that call light but when he/she does it doesn't get answered very fast. In the last 2 weeks it took 20 minutes to get the call light answered. The resident looked at a clock.</p> <p>Review of bath records identified the resident received a bath on 5/1/14, 5/8/14, 5/15/14, 5/19/14, 5/29/14. The resident stated he/she wanted at least 2 baths weekly.</p> <p>Review of restorative nursing plan for May 2014 identified the resident should receive exercises 3 to 5 times a week. The facility offered exercises five (5) times total for the month and the resident refused the therapy all 5 times. On 5/28/14 at 3:08 p.m., the MDS coordinator stated the resident does not like restorative.</p> <p>10. A Minimum Data Set (MDS) with assessment reference date of 5/11/14 assessed Resident #12 with a brief interview for mental status score of "15" (no cognitive impairment). The resident required one staff assistance with transfers, ambulation, dressing and bathing.</p> <p>On 5/28/14 at 11:35 a.m. the resident stated it took one hour to get the call light answered the other day and the resident timed it with a clock. The resident stated he/she received a bath on 5/28/14. Review of bath records identified the resident received baths on: 5/3/14, 5/7/14</p>			

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	<p>& 5/21/14.</p> <p>11. A Minimum Data Set (MDS) with assessment reference date of 3/2/14 assessed Resident #10 with a brief interview for mental status score of "15" (no cognitive impairment) The resident required extensive assistance with bed mobility, transfers, dressing and toileting. The resident was non-ambulatory.</p> <p>A therapy recommendation for restorative nursing program suggested ongoing daily exercise to increase and maintain lower extremity strength. Review of restorative nursing plans identified the following: March 2014 received exercise 17 times out of 31 days. April 2014 received exercise 19 times out of 30 days. May 2014 received exercise 12 times out of 31 days</p> <p>12. On 5/27/14 at 10:50 a.m. a nurse aide approached the surveyor and stated she and several other nurse aides wanted to meet with the surveyor and discuss concerns. At that time, the surveyor met with four nurse aides who stated the facility is short staffed. They cannot complete baths and restorative exercises and call lights are not getting answered timely. Staff Q (nurse aide) stated she was assigned to restorative last Sunday and could not get it done. They have voiced concerns to management. The residents get mad at staff for not being able to complete tasks or take care of them in a timely manner. Staff is tired and exhausted. Baths over the past weekend also could not be completed.</p> <p>On 5/28/14 at 4 p.m. the MDS coordinator stated the facility has enough trained staff. The staff just doesn't do what they have been trained to do.</p> <p>FACILITY RESPONSE:</p>				

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