

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

Citation Number: #10134				
		Date: December 19, 2023		
Facility Name: Urbandale Heath Care Center		Survey Dates: November 27, 2023 – December 6, 2023		
Facility Address/City/State/Zip 4614 NW 84 th Street Urbandale, Iowa 50322				
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.19(2)j 58.20(2)	<p>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:</p> <p>58.19(2) Medication and treatment.</p> <p>j. Provision of accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in mental, emotional, or physical condition. (I, II, III)</p> <p>481—58.20(135C) Duties of health service supervisor. Every nursing facility shall have a health service supervisor who shall:</p> <p>58.20(2) Plan for and direct the nursing care, services, treatments, procedures, and other services in order that each resident's needs and choices, where practicable, are met; (II, III)</p> <p>DESCRIPTION:</p> <p>Based on clinical record review, observation, resident and staff interviews, provider interview, and facility policy review the facility failed to ensure 1 of 3 residents (Resident #9) reviewed for pressure ulcers received care and services to prevent pressure ulcers from forming while resided at the facility. The facility reported a census of 81 residents.</p> <p>Findings include:</p>	I	\$7250.00	Upon Receipt
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	<p>The MDS (Minimum Data Set) assessment identifies the definition of pressure ulcers:</p> <p>Stage I is an intact skin with non-blanchable redness of a localized area usually over a bony prominence. Darkly pigmented skin may not have a visible blanching; in dark skin tones only it may appear with persistent blue or purple hues.</p> <p>Stage II is partial thickness loss of dermis presenting as a shallow open ulcer with a red or pink wound bed, without slough (dead tissue, usually cream or yellow in color). May also present as an intact or open/ruptured blister.</p> <p>Stage III Full thickness tissue loss. Subcutaneous fat may be visible but bone, tendon or muscle is not exposed. Slough may be present but does not obscure the depth of tissue loss. May include undermining and tunneling.</p> <p>Stage IV is full thickness tissue loss with exposed bone, tendon or muscle. Slough or eschar (dry, black, hard necrotic tissue). may be present on some parts of the wound bed. Often includes undermining and tunneling or eschar.</p> <p>Unstageable Ulcer: inability to see the wound bed.</p> <p>Other staging considerations include: Deep Tissue Pressure Injury (DTPI): Persistent non-blanchable deep red, maroon or purple discoloration.</p>			
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	<p>Intact skin with localized area of persistent non-blanchable deep red, maroon, purple discoloration due to damage of underlying soft tissue. This area may be preceded by tissue that is painful, firm, mushy, boggy, warmer or cooler as compared to adjacent tissue. These changes often precede skin color changes and discoloration may appear differently in darkly pigmented skin. This injury results from intense and/or prolonged pressure and shear forces at the bone-muscle interface.</p> <p>The admission Minimum Data Set (MDS) assessment dated 7/31/23, revealed Resident #9 had diagnosis of sepsis, diabetes, septicemia (bacterial infection in the blood), and cellulitis (bacterial skin infection) on the right lower limb. The MDS documented the resident admitted to the facility on 7/27/23. The MDS documented the resident had a risk for pressure ulcers but had no skin wounds or concerns.</p> <p>The MDS assessment dated 9/12/23, documented the resident had a risk for pressure ulcers but had no current pressure ulcers or skin concerns. The MDS indicated the resident required assistance of one for bed mobility and transfers. The MDS indicated the resident had a Brief Interview for Mental Status (BIMS) score of 15 out of 15, indicating cognition intact.</p> <p>The electronic health record diagnoses list revealed the following: right lower limb cellulitis (added 7/27/23), Stage 2 pressure ulcer left heel (added 10/16/23), Stage 3</p>			
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	<p>pressure ulcer to the right heel (added 11/14/23), and an open wound on the right toe (added 11/27/23).</p> <p>The Admission Narrative Bundle assessment dated 9/7/23 revealed the Braden score of 17, indicating the resident at risk for development of pressure ulcers.</p> <p>The Care Plan revised 8/30/23 revealed Resident #9 had an activities of daily living (ADL) self-care deficit. The staff directives included to provide assistance of one for bed mobility. The Care Plan revealed the diagnoses of diabetes mellitus and directed staff to inspect the feet daily for open areas, sores, and pressure areas. The Care Plan lacked information regarding altered skin integrity or pressure ulcers, as well as the interventions to prevent development of pressure areas.</p> <p>The Order Summary Report included the following orders:</p> <ul style="list-style-type: none"> -Weekly skin assessment every Thursday on the evening shift started on 9/7/23. -Extra strength (ES) acetaminophen (Tylenol) 500 milligrams (mg) give 2 tablets by mouth (PO) every 8 hours as needed (PRN) for increased pain started on 10/7/23. -Float bilateral heels on pillows while in bed for skin integrity started on 10/8/23. -Tramadol (opioid pain medication) 50 mg PO every 6 hours PRN for pain started on 10/8/23. -Encourage resident to keep shoes off when not weight bearing to promote wound healing started on 10/12/23. 			
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	<p>-Place Prevalon boots (used to keep heels floated and relieve pressure to help reduce risk of bedsores) on bilateral feet at bedtime (HS) to promote wound healing for blister on left heel and wound on the right heel started on 10/12/23.</p> <p>-Apply skin prep to the left outer heel topically two times a day for a fluid filled intact blister. Stop skin prep and notify the doctor if the blister opened. The order started on 10/8/23 at 7:00 PM, and discontinued on 10/23/23.</p> <p>-Cleanse left and right heel wound with cleanser of choice, apply silver alginate (dressing to absorb wound fluid) to wound bed, cover with heel foam dressing, wrap with gauze wrap, secure with tape daily and PRN ordered on 11/14/2023.</p> <p>-Cleanse left foot 4th digit with cleanser of choice and apply skin prep daily started on 11/27/23.</p> <p>-Prafo (device to offload and manage pressure to heel/ankles) boots to bilateral feet on during the day, off at HS to promote wound healing started 11/29/23.</p> <p>The Treatment Administration Record (TAR) dated 10/1 -10/31/23 revealed a portable x-ray of the right heel and foot for his foot wound documented as completed on 10/31/23. The TAR 10/1 - 11/30/23 lacked documentation of wound treatment to the left heel wound on 10/26/23, 11/14/23, and 11/21/23. The TAR also lacked documentation of the right heel wound treatment on 11/14/23 and 11/21/23, and weekly skin assessment on 10/26/23. The TAR dated 11/1 - 11/30/23 had an entry for an air mattress to promote wound healing due to bilateral heel wounds</p>			
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	<p>added on 11/28/23 at 2:00 PM, and documented as completed on 11/28/23.</p> <p>The Medication Administration Record (MAR) dated 10/1/23-10/31/23 revealed the following orders:</p> <ul style="list-style-type: none"> -ES Tylenol 500 mg two tablets every 8 hours PRN for increased pain started on 10/7/23. PRN ES Tylenol administered on 10/11, 10/12, 10/16/23 for pain rated up to "5" on a 1-10 scale. This was in addition to scheduled doses of ES Tylenol administered. -Tramadol 50 mg PO every 6 hours PRN for pain started on 10/8/23. A total of 17 doses were administered to the resident between 10/16 - 10/30/23 for pain rated up to "7" on a 1-10 pain scale. -Levaquin (antibiotic) 500 mg PO for wound administered 10/12/23 to 10/21/23. -Prevalon Boots to bilateral feet at HS to promote wound healing to blister on the left heel and wound on the right heel started on 10/12/23 at 6:00 PM and discontinued on 11/28/23. <p>The MAR dated 11/1/23 - 11/30/23 revealed:</p> <ul style="list-style-type: none"> -Tramadol 50 mg PO every 6 hours PRN for pain administered 9 times 11/1 to 11/14/23 for pain rated at up to "9" on a 1-10 pain scale. -Juven (protein supplement) in the evening related to stage 2 pressure ulcer to left heel and stage 3 pressure ulcer to right heel started on 11/14/23. -Flagyl (antibiotic) 500 mg PO three times a day for wound care started on 11/15/23 to 11/22/23. -Levaquin 750 mg PO daily for wound started on 11/16/23 until 11/22/23. 			
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	<p>-ES Tylenol 500 mg two tablets every 8 hours PRN for increased pain started on 10/7/23. ES Tylenol administered on 11/2/23 for pain rated at 5, 11/14/23 for pain rated at 6, 11/21/23 for pain rated at 4, and 11/22/23 for pain rated at 5.</p> <p>-A wound culture of right lateral heel wound completed 11/28/23 at 2:02 PM.</p> <p>The Progress Notes for the resident revealed the following:</p> <p>-On 8/2/23 at 9:48 AM, no open areas or skin issues, and no surgical wounds.</p> <p>-On 8/29/23 at 4:28 PM, resident had an unwitnessed fall and sent to the hospital.</p> <p>-On 9/1/23 at 5:16 PM, resident readmitted to the facility.</p> <p>-On 9/4/23 at 2:07 PM, resident sent to the hospital for weakness and altered mental status.</p> <p>-On 9/7/23 at 11:40 AM, readmitted to facility from the hospital. Skin assessment abnormalities included abrasions to bilateral knees and the left lower extremity, and a pressure ulcer to the left buttock.</p> <p>-On 9/22/23 at 2:14 PM, no open areas/skin issues and no surgical wounds</p> <p>-On 10/7/23 at 6:00 AM, resident had increased pain during the shift from a right outer ankle pressure sore. Tylenol administered.</p> <p>-On 10/8/23 at 8:23 AM, pressure ulcer on the right outer heel below the ankle measured 2 centimeter (cm) x 4.2 cm. Wound bed dark in color with 50% wound bed slough. The bed sheet and resident's sock had a moderate amount of serosanguinous drainage. Surrounding skin moist, boggy, and pale in color. Area</p>			
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	<p>cleansed with normal saline and an optifoam border dressing applied. Resident complains of pain in right foot and heel "off and on". Pain is most severe while lying in bed. Resident educated to keep bilateral lower extremities (BLE) elevated on a pillow while in bed. The outer aspect of left heel below the ankle had an intact fluid filled blister 3 cm x 3.2 cm. Orders received to cleanse skin over blister with normal saline and apply skin prep twice a day while blister remained intact. Placed on wound nurse practitioner's list to evaluate and treat resident on 10/9/23. Order also received for Tramadol 50mg 1 tab PO every 6 hours PRN and to float bilateral heels on pillows while in bed. -On 10/9/23 at 9:37 PM, wound provider saw resident to assess area of concern to buttock and bilateral heels. Staff report the resident had been in and out of the hospital secondary to falls and sepsis in early to mid-September. No recent hospitalization in the past month. He has Type 2 diabetes. He requires staff assistance for transfers. He is able to ambulate short distances with staff assistance and a wheeled walker. He has tennis shoes that are not new and in good repair. Foam cushion in the wheelchair. He reports his right heel is tender. There is a foam dressing on the right heel and odor noted upon removal of the dressing.</p> <p>The resident had a right lateral heel unstageable pressure ulcer measuring 2.8 cm x 1.5 cm x 0.1cm and had a moderate amount of thin, serous drainage. The surrounding skin appeared macerated, and reddened. Pain rated at a 2-3 on a 1 to 10 scale. The treatment order included to cleanse wound with cleanser of</p>			
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	<p>choice, apply silver alginate to the wound bed, wrap with gauze wrap, and secure with tape daily and PRN. A left lateral heel Stage 2 pressure ulcer measured 3.0 cm x 3.0 cm x 0.1cm and had an intact serous blister. Treatment order included to cleanse area with cleanser of choice and apply skin prep daily and PRN. Additional orders included to administer Bactrim DS 1 tab PO for 10 days for right heel infection, apply Prevalon boots at HS, and encourage the resident to keep shoes off when not weight bearing to promote wound healing.</p> <p>-On 10/11/23 at 3:32 PM, order to start Levaquin 500mg PO daily for 10 days for wound care.</p> <p>-On 10/15/23 at 10:09 PM, resident complained of pain to bilateral heels. Open blisters noted upon assessment. Legs offloaded with pillow and gauze bandage applied to heels. Scheduled Tramadol administered.</p> <p>-On 10/16/23 at 4:43 PM, resident continues on Levaquin for wound infection. Bilateral heels in bunny boots. Will continue to monitor.</p> <p>-On 10/17/23 at 2:22 AM, at approximately 11:40 PM, while repositioning resident in bed, observed the treatment dressings on both heels had fallen off in the bed. Bilateral heel wounds cleansed with normal saline and treatment performed as ordered. Wound beds dark purple in color and dry. Pain at 8/10 on pain scale with touch and when treatment performed. Resident repositioned in bed, protective boots applied to BLE's, and PRN Tramadol administered.</p> <p>-On 11/1/23 at 3:55 PM, wound round notes from 10/30/23 entered. The notes included:</p>			
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	<p>Resident seen to assess area of concern to bilateral heels. Resident wears his tennis shoes when working in therapy. Resident encouraged to take shoes off when not working in therapy. Resident stated he would rather give up his feet then give up his shoes. Education provided about shoes not recommended until the wounds healed. Resident had tenderness to right heel. The right lateral heel wound (Stage 3 pressure area) measured 3.2 cm x 1.8 cm x 0.2 cm and had 100 % unstable eschar and a moderate amount of this serous drainage. Resident rated pain 3-4 out of 10. The left lateral heel (Stage 3 pressure ulcer) measured 3.2 cm x 5.0 cm x 0.1cm (2 areas) and had a moderate amount of serous drainage. The resident rated pain 0-2 out of 10. Treatment to both wounds included to cleanse with cleanser of choice, apply calcium alginate with silver to wound bed, cover with heel foam dressing, wrap with gauze wrap, and secure with tape three times a week and PRN.</p> <p>-On 11/27/23 at 2:22 PM, resident wears tennis shoes when working in therapy. Encouraged to take shoes off when not working in therapy. Recommendation not followed well by the resident. Resident reports he does not wear his Prevalon boots at HS. He is sitting in recliner upon entry into room with feet in a dependent position. Resident had tenderness to bilateral heel wounds. The left heel had no heel foam dressing on. Staff reported their supply is nearly exhausted. The right lateral heel wound (Stage 3 pressure area) measured 2.1 cm x 1.0 cm x 0.4 cm and had a moderate amount of this serous drainage. Resident rated pain 1-3 out of 10. The left lateral heel (Stage 3 pressure ulcer) measured 4.0 cm x 5.0 cm x 0.2 cm (2</p>			
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	<p>areas) and had a moderate amount of serous drainage. The wound bed was boggy and not able to assess. The resident rated pain 0-1 out of 10. Orders to continue treatment to bilateral heel wounds: cleanse with cleanser of choice, apply calcium alginate with silver to wound bed, cover with heel foam dressing, wrap with gauze wrap, and secure with tape three times a week and PRN.</p> <p>A diabetic foot ulcer to the left 4th digit measured 0.5 cm x 0.6 cm x 0.1 cm with eschar. Order to cleanse with cleanser of choice and apply skin prep daily and PRN. In addition, a PCR DNA wound culture obtained of the right lateral heel.</p> <p>Orders included:</p> <ul style="list-style-type: none"> -Discontinue Prevalon boots per resident request -Place air mattress to promote wound healing -Prafo boots to bilateral feet on during the day and off at HS to promote wound healing <p>On 11/28/23 at 2:45 PM, observed Staff K, Registered Nurse (RN), perform a treatment and dressing changes to Resident #9's bilateral heels and left 4th toe as he sat in his recliner. The resident's right lateral heel had an open area with a moderate amount of purulent drainage. The left lateral and back of the heel had a necrotic area. Resident #9 asked Staff K if he was going to need his feet cut off. Staff K told the resident no, but she had not seen his wounds before. Prevalon boots sat on top of a large cabinet in the resident's room. The resident refused to wear the boots. Staff K encouraged the resident to keep his legs elevated and heels floated.</p>			
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	<p>During an interview on 12/4/23 at 10:15 AM, Resident #9 reported he had wounds on both heels for about 4 months. The staff treated it with silver and placed dressings on the area. One wound started out as a blister about the size of a half dollar, then it opened up, and it was painful. He stated the wounds don't hurt as bad when he received pain medication, but sometimes he had trouble getting pain medication.</p> <p>During an interview on 12/4/23 at 11:25 AM, the wound Nurse Practitioner (NP) reported Resident #9 had wounds on both heels, and wounds classified as pressure ulcers. The NP stated she didn't know if the resident had pressure sores on feet when he came to the facility, she only saw the resident when staff had notified her to see the resident because he had wounds. The resident had been in and out of the hospital. The NP reported the heel wounds treated with calcium alginate, heel foam dressing, and wrapped with kerlix. The wound treatment order changed last week by an on-call provider who wasn't familiar with the treatment being done for the resident. The NP changed orders back to calcium alginate and heel foam dressing on 12/4/23. The NP reported the resident not always compliant with recommendations. The resident had Prevalon boots but said he wasn't going to wear them. She ordered Prafo boots to offload the area and allow the resident to walk in them but they were waiting for delivery of the boots.</p> <p>During an interview on 12/4/23 at 12:45 PM, Staff L, certified nursing assistant (CNA) reported she just watched residents and saw if they needed help, and</p>			
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	<p>helped residents with ADL's. Staff L reported she didn't look at the computer or know anything about a pocket care plan to reference on what resident needed for cares or interventions, she just asked someone what to do for the resident.</p> <p>During an interview on 12/4/23 at 1:00 PM, Staff N, Licensed Practical Nurse (LPN) reported the nurse performed a head to toe skin assessment whenever a resident admitted to the facility, and documented the assessment on the computer. A Braden scale filled out upon admission, and a head to toe skin assessment completed weekly on each resident. Staff also filled out a shower sheet and marked if any skin concerns observed and the nurse on duty checked the resident's skin and signed off on shower sheet. A progress note entered if staff noted any skin concerns. If a resident at risk for pressure sores, staff repositioned and toileted the resident every 2-3 hours. A roho cushion or air mattress used if needed, depending upon the resident's skin risk.</p> <p>During an interview on 12/4/23 at 1:40 PM, Staff F, Assistant Director of Nursing (ADON) reported a skin assessment completed upon admission or at least within the first 24 hours of a resident's admission. A Braden scale completed with the admission bundle assessment. The ADON reported interventions if a resident at risk for developing a pressure ulcer, such as an air mattress placed on the bed, education provided to resident about moving off their bottom, and encourage resident to wear different pants to prevent clothes from rubbing the area. Bunny boots used if the</p>			
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	<p>skin looked or felt boggy and heels floated as much as possible. Resident encouraged to consume protein and supplements, and a referral made to the dietician. A resident also added to the wound provider's list to see the resident when a wound developed.</p> <p>During an interview on 12/4/23 at 1:50 PM, Staff E, ADON, reported the resident skin assessments completed upon admission and weekly by the nurses. The admission skin assessment documented on the admission assessment bundle, that included the Braden scale assessment. Weekly skin assessments typically done to coincide with the resident's shower day, and recorded on the TAR. Interventions put into place if a resident had a risk for pressure ulcer. Interventions such as limited linens on the bed, use one chux, and skin checks by CNA's during cares. An air mattress placed on the bed if a resident had skin issues. Treatments documented on the TAR. Staff E reported she expected interventions in place to prevent pressure ulcers if the resident is at risk for pressure ulcers. Staff E reported Resident #9 noncompliant and liked to sit with his feet down or on foot pedals. The resident developed pressure areas on heels after admission to the facility. He refused to wear bunny boots. Resident told staff he would rather donate his feet then wear bunny boots, and he would rather go to jail then give up his shoes. Staff E reported Prafo boots are on order.</p> <p>During an interview on 12/5/23 at 2:10 PM, Staff M, CNA, reported no care plans or pocket care plan for her to know what to do for the residents. She went off</p>			
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Health Facilities Division
Citation**

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	<p>what people told her about the residents and what cares and things needed done. Staff M reported she didn't have access to look at the residents' care plan on the computer.</p> <p>During an interview on 12/6/23 at 10:15 AM, Staff O, CNA, reported she had worked at the facility awhile and normally assigned to work on the same hall, so she was familiar with the residents and what they needed. Staff O reported sometimes they had a "set sheet" to look at but if no set sheet available, then took a form with resident names and room number and wrote down things needed for the residents. Staff O reported she had the capability to look things up on the computer. Staff O reported Staff F and the DON updated the set sheet. The set sheet included how a resident transferred, if resident needed assistance with eating, if used glasses or dentures, and how the resident liked things done. Pressure ulcer not included on the set sheet. If a resident had a pressure sore and she didn't have certain devices such as bunny boots in place, someone stopped and told her the resident needed them on.</p> <p>During an interview on 12/6/23 at 10:45 AM, the MDS Coordinator, reported she completed the MDS and care plans for the residents. The MDS Coordinator reported the facility had a transition period when the ADON was responsible for completion of care plans on skilled residents, and she mainly worked on MDS and care plans for the other units. For awhile, no ADON on the skilled unit so she worked on MDS completions and worked on resident care plans one day a month</p>			
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	<p>for the entire building when she had time to work on them. The transition period without an ADON lasted 2-3 months but there had been three transitions in the past year. The MDS Coordinator reported a baseline care plan completed and care plan built from there. The MDS Coordinator reported she obtained information for care plans from MDS assessment, hospital notes, progress notes, MAR, TAR, and meetings about transition of resident care and needs. The ADON's updated the set sheet for staff reference about resident cares. The MDS Coordinator reported a pressure sore or wound listed on the care plan under focus area of skin, along with the devices needed such as a cushion, mattress, floating heels, etc. if a resident had a pressure area. The MDS Coordinator reported she knew Resident #9 had pressure ulcers and seen by a wound provider. She expected interventions for pressure ulcers placed on the care plan but she hadn't gotten to Resident #9's care plan yet.</p> <p>A Skin Integrity and Pressure Injuries Protocol effective 9/2023 revealed the resident received care consistent with professional standards of practice to prevent pressure injuries and will not develop pressure injuries unless the individual's clinical condition demonstrated pressure injury unavoidable. The resident with pressure injuries received the necessary treatment and services to promote healing, prevent infection, and prevent development of new ulcers. Prevention guidelines included: identification of residents at risk for developing a pressure injury upon admission, quarterly, and a change in condition utilizing the Braden risk scale. Evaluation of risk</p>			
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	<p>factors and changes in condition that may impact development and healing of pressure injury, and implementation of interventions to reduce or remove underlying risk factors. Based on assessment and the resident's clinical condition, basic or routine care include but not limited to interventions such as provide appropriate pressure redistributing, support surfaces, non-irritation surfaces, maintain or improve nutrition and hydration status, and provide treatment to prevent the development of additional pressure injuries.</p> <p>FACILITY RESPONSE:</p>			
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58.19(2)g	<p>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:</p> <p>58.19(2) Medication and treatment.</p> <p>g. Administration of oxygen (to be performed only by a registered nurse or licensed practical nurse or by a qualified aide under the direction of a registered nurse or licensed practical nurse); (I, II)</p> <p>DESCRIPTION:</p> <p>Based on clinical record review, staff interview, and facility policy review, the facility staff failed to ensure a resident who needed respiratory care was provided oxygen for a doctor's appointment for 1 of 3 residents reviewed for oxygen use (Resident #4). The facility reported a census of 81 residents.</p> <p>Findings include:</p> <p>The Minimum Data Set (MDS) assessment dated 10/1/23 revealed Resident #4 had diagnoses of heart failure, breast cancer, and seizures. The MDS documented the resident had severely impaired cognition. The MDS indicated the resident had shortness of breath when lying flat and used oxygen.</p>	I	\$4750.00	Upon Receipt
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	<p>The Care Plan revised on 8/7/23 revealed Resident #4 on oxygen therapy related to a respiratory illness. The staff directives included to apply oxygen as ordered.</p> <p>The Order Summary Report revealed an order started on 8/4/23 for continuous oxygen at 2-4 liters (L) per nasal cannula (NC) to keep oxygen greater than 88 % (percent), and monitor oxygen every shift.</p> <p>The Treatment Administration Record revealed documentation of oxygen set at 3 L and oxygen saturation 93% on 11/6/23.</p> <p>A physician's Progress Note dated 11/6/23 revealed Resident #4 arrived at doctor's office again without any oxygen (which she required chronically) and the clinic had to supply with hospital supplies. This had happened multiple times on 7/24/23 and 11/6/23 and is poor patient care. This resulted in mismanaged time away from the appointment time and caused the patient distress.</p> <p>During an interview on 11/27/23 at 1:55 PM, clinic staff reported the facility sent Resident #4 to her appointment on 11/6/23 without oxygen. The resident needed oxygen 24/7. This was the second time this had happened. The first time the resident came to her appointment without oxygen was on 7/24/23. The resident appeared to struggle without oxygen. A pulse ox was taken, and it was 91 %. The pulse ox reading was 98 % after oxygen applied. The clinic staff reported the resident would've went approximately two</p>			
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	<p>hours without oxygen if they had not been able to get her supplemental oxygen there. The timeframe included travel time to and from appointment and time at the appointment.</p> <p>During an interview on 11/30/23 at 4:35 PM, the Director of Nursing (DON) reported whenever a resident is on oxygen and went to a doctor's appointment, she expected the resident continued on oxygen and an oxygen tank went with the resident. The DON stated there had been times when a resident went to an appointment without oxygen. Resident #4 supposed to be on oxygen at all times. The facility switched oxygen vendors in 9/2023. The former respiratory vendor came and took Resident #4's concentrator and didn't replace with an oxygen tank. The new vendor hadn't delivered oxygen yet to replace the one she had. It turned out to be a big incident. She contacted the former respiratory vendor and made them aware of what happened.</p> <p>During an interview on 12/4/23 at 12:45 PM, Staff L, certified nursing assistant (CNA) stated she had only worked at the facility a month. When asked how she knew what cares needed done for residents and to know if a resident used oxygen she reported she just watched residents to see if they need help, and asked another staff person what to do for the resident. Staff L stated she didn't look at the computer to check the residents' care plan.</p> <p>During an interview on 12/4/23 at 12:50 PM, the Administrator reported there was an incident when</p>			
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	<p>Resident #4 went to a doctor's appointment and didn't have her oxygen. The facility got a call from doctor's office and sent a staff person from the facility to the clinic to deliver oxygen for the resident.</p> <p>During an interview on 12/5/23 at 2:10 PM, Staff M, CNA, reported there are no care plans or pocket care plan for CNA's to view in order to know what to do for the residents. Staff M stated she goes off the information other people told her on what to do for the residents. Staff M reported she had worked other places and always had a care plan to know what the residents needed done. The facility had a lot of agency, and they don't know what to do either. Staff M agreed if a resident used oxygen, she should know about it and it should be on the care plan about how many liters of oxygen needed, so she could check the setting. However, the facility had no care plan or anything that showed information such as a resident's oxygen use. Staff M stated she just watched and learned how to do things.</p> <p>During an interview on 12/5/23 at 4:25 PM, clinic staff reported Resident #4 presented to the clinic without oxygen several times. The physician wrote a progress note to the facility that Resident #4 needed oxygen and concerns about the resident coming to appointments without oxygen on more than one occasion. The clinic staff verified no oxygen tank brought in by facility staff to the doctor's office on 11/6/23 after Resident #4 arrived to her appointment without oxygen on.</p>			
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	<p>During an interview on 12/6/23 at 10:45 AM, the MDS Coordinator, reported she completed the MDS and care plans for the residents, and the ADON's helped review the care plan. The MDS Coordinator reported she expected oxygen listed on the care plan if a resident had oxygen. She typically entered oxygen under the pertinent diagnoses to show the reason why a resident used oxygen.</p> <p>A policy and procedure for oxygen storage, handling and delivery revised 10/5/15 revealed oxygen administered per physician's orders. Oxygen orders included the liter flow, mode of administration, and frequency of use.</p> <p>FACILITY RESPONSE:</p>			
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