

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

<b>Citation Number:</b> #10502		<b>Date:</b> July 31, 2024		
<b>Facility Name:</b> Azria Health Longview		<b>Survey Dates:</b> July 15, 2024 – July 18, 2024		
<b>Facility Address/City/State/Zip</b> 1010 Longview Road Missouri Valley, Iowa 51555		LG		
<b>Rule or Code Section</b>		<b>Nature of Violation</b>		
<b>Class</b>		<b>Fine Amount</b>		<b>Correction date</b>

<b>58.19(2)b</b>	<p><b>481—58.19(135C) Required nursing services for residents.</b> 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>b. Provision of the appropriate care and treatment of wounds, including pressure sores, to promote healing, prevent infection, and prevent new sores from developing; (I, II)</p> <p><b>DESCRIPTION:</b></p> <p>Based on observations, staff interviews, resident interview and clinical record review the facility failed to implement interventions to prevent the worsening of pressure sores for 2 of 3 residents reviewed. While Resident #16 was a resident at the facility, she developed on a pressure sore on her heel. Staff failed to implement orders in a timely manner, failed to use the recommended pressure relieving boots, and failed to apply the treatment properly. Resident #17 had a chronic pressure area on his buttocks and staff failed to use the protective barrier creams as recommended. The facility reported a census of 65 residents.</p> <p>Findings include:</p> <p>The MDS (Minimum Data Set) assessment identifies the definition of pressure ulcers:</p>	<b>I</b>	<b>\$7500.00</b>	<b>Upon Receipt</b>
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Facility Administrator

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	<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:</p> <p>Deep Tissue Pressure Injury (DTPI): Persistent non-blanchable deep red, maroon or purple discoloration. Intact skin with localized area of persistent non-blanchable deep red, maroon, purple discoloration due</p>			
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	<p>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>1) According to the MDS assessment dated 6/28/24, Resident #16 had a Brief Interview for Mental Status (BIMS) score of 12 (moderate cognitive deficit). She was totally dependent on staff for dressing, hygiene, toileting and transfers. She was always in continent of urine and bowel. Diagnosis included atrial fibrillation, heart failure, renal insufficiency, chronic pain and morbid obesity.</p> <p>The Care Plan dated 12/12/23, showed that Resident #16 was at risk for impaired skin integrity due to limited mobility and cardiovascular disease. Staff were directed to observe for signs and symptoms of worsening and to encourage the resident to shift weight evaluate akin integrity, utilize pressure relieving devices on appropriate surfaces.</p> <p>The Care Plan for Resident #16, updated on 3/22/24, showed that the resident had developed a foot ulcer on her right heel that was surgically debrided. She was non-weight bearing and staff were to ensure that her right heel was off-loaded at all times, and that she had Prevalon boots (protective boots with a cushioned bottom that help reduce the risk of bedsores by</p>			
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	<p>keeping the heel floated, relieving pressure) to bilateral heels.</p> <p>According to a Comprehensive Skin Evaluation, dated 3/5/24 at 10:34 AM, Resident #16 did not have any identified skin concerns on her heels.</p> <p>A New Skin Alteration Evaluation dated 3/19/24 at 10:56 PM, showed that she had a right heel sore, Stage 2, with a scant amount of serous drainage that measured 2 centimeters (cm) x 3 cm x 0.1 cm. The physician was notified.</p> <p>A Physician's Order was entered on 3/23/24 at 7:00 AM, to clean the heel wound with wound cleanser, pat dry and apply collagen pad to the heel. Cover area with Allevyn (foam wound dressing) until healed. The Treatment Administration Record (TAR) showed that the first treatment for the developing wound was on 3/23/24, four days after it was first discovered. On 3/25/24 an order was entered for a specialize wound care service to evaluate and treat.</p> <p>A Wound Care Visit Detail Report, (WCVDR) dated 3/26/24, showed that Resident #16 had been seen on that date and reported that she did not have much feeling in her feet so, initially, she was unaware she had a wound on her heel. She was found to have a Deep Tissue Injury (DTI) that most likely started with a small area. The resident was a sit to stand for all transfers and spent a majority of time in her recliner. She was to continue to wear the Prevalon boots at all times. Orders at this visit included; cleanse the wound</p>			
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	<p>with soap and water, pat dry, scrub the wound bed to mechanically debride. Apply skin prep to the entire heel, and change the dressing daily and as needed for soiling. Keep the right foot in Prevalon boot or heels floated at all times.</p> <p>The electronic Physician Order Set showed that the wound order had not been entered until 4/3/24 at 11:30 AM and indicated that the dressings were to be changed every 3 days and as needed if dressing soiled.</p> <p>A WCVDR, dated 4/9/24 showed that while cleansing the wound, the resident indicated it being very sore. There was maceration (lighter in color, wrinkly, soft or soggy, occurs when skin is in contact with moisture too long) in surrounding peri wound. Orders include an addition of calcium alginate to dressing due to drainage and slough. The wound specialist stated that she preferred the Prevalon boot applied going forward as it covers more proximity of the right lower extremity, and was better for off-loading the heels. The ulcer was consistent with pressure as the primary etiology. The heel laid on the foot rests of recliner, very heavy legs with chronic lymphedema. Wound drainage and peri-wound status deteriorated compared to the conclusion of the previous visit.</p> <p>Change dressing every three days and as needed for soiling. The order was to cleanse the wound, scrub the wound bed and apply Fibracol Collagen/Alginate (103 sq. cm or less) and cover with bordered gauze (103 sq. cm or less) and change the dressing every three</p>			
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	<p>days and as needed. Keep the right foot in Prevalon boot or heel floated at all times. The orders entered into the electronic chart on 4/10/24 at 6:15 PM, failed to include the measurement of the Alginate medication.</p> <p>The WCVDR dated 4/16/24, showed that the patient was complaining of more pain to the right heel in last few days. Wound assessment revealed a change in status with increase in length and width, and an odor with increased slough. The area was debrided (procedure to remove infected/dead tissue). Notes included direction to staff to ensure that they cut the calcium alginate to borders of wound, today it was extending over all the maceration of the wound borders, which encouraged the spread of bacteria. The resident asked why the wound was worsening and the Nurse Practitioner (NP) answered that she suspected it was because of non-application of Prevalon boots as ordered. Staff were aware and were coming up with a plan to ensure staff was placing the boots on as directed. Staff were also educated to ensure that the nurses understood that primary wound dressing needed to fit within the borders of wound. Frequency of dressing change every other day and as needed for soiling, saturation or unscheduled removal. Odor improved post debridement. Order entered into the electronic chart included instructions to ensure Alginate was cut to size, but indicated dressing changes every 3 days rather than every other day.</p> <p>The WCVDR dated 4/23/24, showed that the wound appeared smaller, but was more concerning for</p>			
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	<p>infection. There was an odor that was not eliminate after cleaning. The NP decided to start an antibiotic, and to change treatment. She was unable to clear slough from wound base due to patients' pain and increased drainage. Stage 3 full thickness tissue loss subcutaneous fat may be visible but bone tendon or muscle is not exposed.</p> <p>A nursing note dated 4/24/24 at 9:43 PM showed that earlier in the day, Resident #16 had been anxious, crying and feeling like she was going to die. She was sent to the emergency room where they determined she had fluid overload and was being transferred to a different hospital to deal with the infection in her right foot.</p> <p>According to the hospital report dated 4/24/24, the chief complaint was shortness of breath but the doctor was concerned about the necrotic skin on her right heel due to a pressure ulcer with a foul smell. She was given an antibiotic and transfer to hospital at 5:12 PM.</p> <p>According to the Hospital Encounter Summery dated 4/30/24, upon admission on 4/24/24, the patient had a stage 3 pressure ulcer on the right heel. She was referred to surgery for irrigation and debridement right heel ulcer and went to the operating room on 4/27/24.</p> <p>A nursing note dated 4/30/24 at 8:34 PM showed that she was readmitted to the nursing home on that date with surgical wound with 5 staples.</p>			
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	<p>On 7/17/24 at 10:56 AM, the Wound Care Nurse Practitioner (WCNP) said that she first saw Resident #16 on 3/26/24, and the resident had a Deep Tissue Injury (DTI). The WCNP recommended that Prevalon Boots be used at all times. She saw the resident again on 4/2/24, at that time, the wound was partially open, so she added an order for Collagen/Alginate. On the 4/9 visit, the heel was macerated with sloth and the resident reported more pain. At that visit, the resident was wearing blue heeled booties for protection, and the staff said that they didn't have the Prevalon boots, so the WCNP recommended that they should at least try to float the heels. On the 4/16 visit, when she took that dressing off to look at the wound, there was a distinct odor with increased sloth, and was determined to be a Stage 3 pressure. The WCNP said that the Alginate had been cut bigger than the open wound so she educated the staff on ensuring that that fabric was cut to the size of the wound because when it was bigger, bacteria tends to spread. Again, the resident was not wearing the Prevalon boots at this visit. On 4/23 the resident was in a lot of pain; the wound was odorous and she could smell it as soon as she walked in the room. She did some debriding, but was unable to continue due to the resident's pain. The WCNP started the resident on an antibiotic and ordered labs. She said that she would have wanted a phone call sooner, when the odor and infection had gotten worse through the week. She said that the wound had a very rapid deterioration and quick intervention was the key. If they could have gotten an antibiotic sooner, it may have changed the outcome. The resident was unable to lift her legs and the boots that they were using did</p>			
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	<p>not provide adequate support to her heel as the Prevalon boots could.</p> <p>On 7/17/24 at 9:39 AM Staff C Licensed Practical Nurse (LPN) said that she had changed the residents bandage on her heel several times. She did not remember the dates, but did remember that there was an odor at one point. She reported to the next shift and knew that the resident would be seen by wound care.</p> <p>On 7/17/24 at 12:33 PM Staff D, Certified Nurse Aide (CNA) said that she did work with Resident #16 during the time that the spot on her heel was getting bad. She said that she told at least two nurses that there was increased in odor, and she thought that they had assessed it, but she wasn't sure. Staff D said that she noticed the odor about a week or 2 before the resident went to the hospital.</p> <p>On 7/18/24 at 9:17 AM Staff A, CNA said that she had worked with Resident #16 quite a bit during the time the ulcer was developing on her heel. She said they were using the small blue boots for protection, and they didn't fit her very well, "I just used what they gave me to use." She thought they had used them for about a month. Staff A had given the resident bed baths during that time, and she was told not to unwrap the bandage on the heel, so she hadn't seen the wound.</p> <p>On 7/17/24 at 3:25 PM Staff G, CAN, remembered when the blister started on the heel of Resident #16. Staff G said that the resident had a lot of swelling in</p>			
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	<p>her feet and legs, and the protective boots that they put on her for support were too small.</p> <p>On 7/17/24 at 12:49 PM, Staff J, Assistant Director of Nursing (ADON), and wound care nurse said that he had no knowledge of signs of infection in the heel wound, and none of the staff reported an odor. He said that he would have contacted the Primary Care Physician (PCP) or the wound care services, but there was no report of odor or worsening of the ulcer. He maintained that the heel was getting better.</p> <p>According to the WCVDR notes, Staff J was present for the wound care visit on 4/16/24 and on 4/23/24 when there was mention of an odor.</p> <p>On 7/18/24 at 9:10 AM Staff J, and Staff Z, Nurse Consultant, said that there was just one time when the wound nurse came and the resident was not wearing the Prevalon boots and that was because they were soiled, and in the laundry. They maintained that the heels were always floated.</p> <p>On 7/18/24 at 11:00 AM, Staff J and Staff Z said that while doing rounds, they found that they needed to do some education with staff because some pressure prevention interventions were not being implemented. They had the in-service on 4/18/24 and educated the nurses on how to apply the Calcium/Alginate treatments.</p> <p>2) According to the MDS assessment dated 5/17/24, Resident #17 had a BIMS score of 15 (intact cognitive</p>			
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	<p>ability). He was totally dependent on staff for dressing, and toileting hygiene. He was frequently incontinent of urine and always incontinent of bowel. His diagnosis included; anemia, benign prostatic hyperplasia, neurogenic bladder, wound infection, paraplegia, anxiety disorder, and unspecified intellectual disability.</p> <p>The Care Plan revised on 5/29/24 showed that he had urinary incontinence related to a neurogenic bladder and spinal cord injury. Staff were directed to apply barrier cream to peri area after each incontinent episode, to monitor for incontinence episodes and to keep the skin clean and dry.</p> <p>On 7/15/24 at 1:03 PM, Resident #17 said that he had a pressure area to his bottom and it hurt sometimes.</p> <p>According to a Comprehensive Skin Evaluation dated 7/14/24 at 12:15 AM the resident did not have any skin concerns and they were applying barrier cream as preventative measure.</p> <p>On 7/15/24 at 1:07 PM, Staff A CNA, and Staff B CNA transferred Resident #17 to his bed and provided incontinence cares. When they removed his brief and cleaned his buttocks, it was revealed that the resident had three reddened spots on the upper right thigh and a small open area. They asked him if he wanted lotion or house powder. The resident replied "you tell me". They then said that they would have the nurse come in later and proceeded to apply a clean brief without barrier cream on his sores.</p>			
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	<p>A nursing note dated 7/15/24 at 4:00 PM showed that the resident had a fluid filled blister on the right thigh measuring 1.5 cm x 1.0 cm.</p> <p>On 7/17/24 at 1:10 PM, the Director of Nursing (DON) said that she would expect staff to apply a barrier cream after every incontinence episode.</p> <p>On 7/18/24 at 11:47 AM, Staff J said that the resident had a heavy cream that was used three times a day on the resident's buttocks and thighs. He said it was very thick and stayed on between incontinence episodes, so there was no need to use a barrier cream unless the resident was getting a bath. When pointed out that there was no cream on the resident at the time of observation, he said he couldn't speak to that, and the aides should have gotten the nurse to put on the cream.</p> <p>According to a facility policy titled: Prevention of Pressure Injuries, revised in 2020, the prevention of pressure injury included cleaning promptly after episodes of incontinence. Use a barrier product to protect skin from moisture. Staff were to select appropriate support surfaces based on the resident's risk factors.</p> <p><b>FACILITY RESPONSE:</b></p>			
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<b>58.19(1)j(4)</b>	<p><b>481—58.19(135C) Required nursing services for residents.</b> 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(1) Activities of daily living.</p> <p>j. Elimination.</p> <p>(4) Bowel and bladder training programs including in-dwelling catheter care (i.e., insertion and irrigation), enema and suppository administration, and monitoring and recording of intake and output, including solid waste; (I, II, III)</p> <p><b>DESCRIPTION:</b></p> <p>Based on clinical record review, staff interviews, provider interview and policy review the facility failed to provide a professional standard of quality of care by not following physician orders and failing to maintain continence for 2 of 4 residents reviewed (Resident #61, #17). The facility reported a census of 65 residents.</p> <p>Findings include:</p> <p>1. Review of Resident #61's MDS assessment dated 6/6/24 indicated no bladder or bowel appliances, and occasional incontinence. The resident required partial</p>	<b>I</b>	<b>\$6000.00</b>	<b>Upon Receipt</b>
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<b>Facility Name:</b> Azria Health Longview		<b>Survey Dates:</b> July 15, 2024 – July 18, 2024		
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<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>to moderate assistance for toileting transfers and dependence for toileting hygiene.</p> <p>Review of Resident #61's Minimum Data Set (MDS) assessment dated 6/28/24 revealed a Brief Interview for Mental Status (BIMS) score of 15 indicating no cognitive deficit. The MDS further revealed diagnoses of urinary tract infection (UTI), and septicemia. The resident had an indwelling catheter and urinary continence was not rated.</p> <p>Resident #61's Care Plan revealed a focus area of bladder incontinence related to confusion, impaired mobility, inability to communicate needs, hypoxia with exertion, urinary retention on tamsulosin, and saw gynecology related to a pelvic mass - initiated on 11/7/23 and revised on 6/27/28. Interventions for staff included the following:</p> <ul style="list-style-type: none"> <li>-Use of disposable briefs/pull up briefs,</li> <li>-Monitoring and documentation of signs/symptoms (s/sx) for UTI: pain, burning, blood tinged urine, cloudiness, no output, deepening of urine color, increased pulse, increased temp, urinary frequency, foul smelling urine, fever, chills, altered mental status, change in behavior, and change in eating patterns with initiation date of 11/07/2023.</li> <li>-Staff were to monitor/document/report to the provider as necessary possible medical causes of incontinence: bladder infection, constipation, loss of bladder tone, weakening of control muscles, decreased bladder capacity, diabetes, stroke, and medication side effects with date initiated of 11/07/2023.</li> </ul>			
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	<p>-Staff were to check for incontinence episodes often, assist to wash, rinse and dry the perineum and change clothing after incontinence episodes as needed with the initiation date of 11/07/2023.</p> <p>An additional focus area of risk for dehydration or potential fluid deficit related to sepsis, recurring UTI's, and respiratory infections was initiated on 7/1/24. Interventions for staff included monitoring/documenting, reporting s/sx of dehydration.</p> <p>Review of Resident 61's electronic health record (EHR) Progress Notes provided the following:          On 6/10/24 to 6/16/24 revealed no complaints of pain, decreased fluid intake or increased confusion.          On 6/16/24 at 2:55 PM Resident #61's daughter contacted the facility with a request for a urinary analysis (UA) due to concerns the resident had a urinary tract infection (UTI) as the resident was complaining of pain and had increased confusion. The nurse faxed a request for a UA with culture and sensitivity (C&amp;S) if indicated.          On 6/17/24 at 11:30 AM the document titled, eINTERACT SBAR, indicated the resident's temperature was 98.0, resident had an increase in morphine, no changes in mental status evaluation, was alert and oriented, had no tremors, and lung sounds were diminished. The provider's response to the document was a fax was sent for order dated 6/16/24.          On 6/18/24 at 12:52 PM the record indicated a one time UA with C&amp;S was ordered.          On 6/19/24 at 8:18 AM it was documented the resident was lying in bed with her head hanging over the bed</p>			
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	<p>touching the floor and complained of pain in the left side that made her jump.</p> <p>On 6/19/24 at 7:15 PM Resident #61 was found to be lethargic and weak, and was transferred to the emergency room. The resident was admitted to the hospital for Acute Kidney Injury, Pneumonia, and UTI. On 6/20/24 at 8:11 PM the facility received the results from the UA and faxed the results to the provider. On 6/21/24 at 9:10 the results of the C&amp;S were received and faxed to the provider.</p> <p>On 6/24/24 Resident #61 readmitted to the facility with diagnoses of Sepsis and UTI, and antibiotics of Doxycycline and Metronidazole.</p> <p>The EHR indicated a prescriber written order entered on 6/18/24 for a one time UA with C&amp;S with a start date of 6/18/24 at 1:00 PM and end date of 6/19/24 at 12:59 PM.</p> <p>The Hospital Discharge Record dated 6/24/24 revealed the principal problem for Resident #61 was Sepsis due to UTI and active problems of acute metabolic encephalopathy and anemia requiring transfusions. The document revealed there was a component of polypharmacy to her mentation, although the UTI was the main reason for encephalopathy at presentation. Resident #61 had a urinary Foley catheter placed during the hospitalization with a voiding trial in 1 week. Resident's hemoglobin was stable at discharge, mentation had improved to baseline, and acute kidney injury was improving. The resident received Cefepime and Rocephin IV as well as Flagyl orally during hospitalization.</p>			
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	<p>On 7/17/24 at 9:40 AM the Advanced Registered Nurse Practitioner (ARNP) stated there were multiple missed opportunities for prevention of Resident #61's hospitalization. The ARNP stated the family called the facility on the morning of 6/16/24 indicating Resident #61 complained of back pain and decreased mental abilities, which were signs of the resident developing a UTI. The facility nurse proceeded to send a fax requesting a UA rather than calling the on-call provider and getting a verbal order due to a change in condition. The ARNP indicated on 6/17/24 she signed the order for the UA and faxed it back to the facility. On 6/18/24 the provider completed rounds at the facility and was notified the UA had not been completed. The facility stated they had not received an order for the UA. The ARNP stated she provided the order for completion on 6/18/24. On 6/19/24 the provider received a notification in the morning that the resident had fallen in her room and hit her head. At the time of the fall the ARNP stated the UA had not yet been completed. The ARNP received a call later in the evening indicating the resident had a further decline in mental status. The provider ordered Resident #61 be sent to the emergency room by 911. The provider believed had the staff called with the initial change in status on 6/16/24 the outcome of falling and hospitalization would have been prevented. The provider expected that the facility would notify the provider by phone with any change in status, especially with changes of mental/cognition and shortness of breath. The provider stated there was always a staff on call for notification of change in</p>			
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	<p>status, including after hours and weekends. The expectation with UA orders would be to complete with a straight catheterization if the resident is unable to move or complete toileting and correctly utilize a hat for urine capture. The ARNP stated since this incident communication has improved with the facility and had no further concerns.</p> <p>On 7/17/24 at 2:09 PM Staff K, Director of Nursing, Registered Nurse, indicated the order for the UA was faxed as the request for it was on the weekend. The staff indicated another request for a UA was obtained as she was unsure if the first order got passed along. Staff K stated a nurse's response if there was a change in condition would be to complete a full change of condition assessment, call the physician, and carry out the orders. The staff expected orders would be carried out within an hour or 2, write a hard note, place it in Point Click Care (PCC) and note the order. If the order involved medications a call would be placed to the pharmacy, especially if it was a new medication or change in medication.</p> <p>On 7/17/24 at 3:21 PM Staff Q, the Administrator, stated orders should be followed as urgent as needed based on the severity and diagnosis. With regards to Resident #61 the staff indicated there had been a break in communication, obtaining and completing the orders for the UA. The facility met with the Provider on 6/20/24 and a plan was put into place for prevention of further breakdown including training nurses and auditing of orders.</p>			
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	<p>On 07/18/24 at 10:48 AM Staff L, LPN, stated nurses should be calling the on-call provider on the weekend with any changes in conditions noted to residents. Orders frequently were faxed over the weekend as no one is in the providers' office. Staff L stated there was an in-service on this incident where all the nurses participated in an in-service and signed the education.</p> <p>On 7/18/24 at 10:50 AM Staff M, RN, indicated had just started working in the facility on this date. Staff stated if a physician was needed on the weekend, would check the profile page for the on-call doctor.</p> <p>On 07/18/24 at 11:12 AM Staff N, Assistant Administrator / Certified Nursing Assistant (CNA)/Certified Medication Aide (CMA) stated the staff should be calling physicians with any changes in conditions and not faxing.</p> <p>The unnamed facility training form revealed faxes come through the main fax. The DON or designee M-F during normal business hours will hand the orders to the day shift nurses. Weekends, nights, holiday's and outside normal business hours it is the nurse's responsibility to check the fax machine for any new orders. It further revealed obtaining orders for physicians whether it is a telephone order, verbal order, or written order. ( if need for order on the weekend occurs, contact the on call physician. The on-call physician list is at each nurse's station and above the fax machine). Place order into Point Click Care. Complete the order - If it is a medication order, fax and call pharmacy to get the medication sent to facility. If it is a lab order, collect the blood draw or urine sample</p>			
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	<p>as soon as possible. If it is an x-ray order, go onto trident care and place order for x-ray, then print requisition off to fax to physician to sign and send back. Once a lab specimen is collected, the specimen needs to be taken down to the lab. Document that the lab specimen was obtained and who took the lab specimen down to lab. Once lab results are obtained, call the physician for further orders. (if it is the weekend, call the on-call physician). Ensuring that the nurse is using the SBAR note for communicating with the physician.</p> <p>2. According to the MDS assessment dated 5/17/24, Resident #17 had a BIMS score of 15 (intact cognitive ability). He was totally dependent on staff for dressing, toileting hygiene. He was frequently incontinent of urine and always incontinent of bowel. His diagnosis included; anemia, benign prostatic hyperplasia, neurogenic bladder, wound infection, paraplegia, anxiety disorder, and unspecified intellectual disability.</p> <p>The Care Plan revised on 5/29/24 showed that Resident #17 had urinary incontinence related to a neurogenic bladder and spinal cord injury. Staff were directed to apply barrier cream to peri area after each incontinent episode, to monitor for incontinence episodes and to keep the skin clean and dry.</p> <p>On 7/15/24 at 1:03 PM, Resident #17 said that he had a pressure to his bottom and it hurts sometimes.</p> <p>On 7/15/24 at 1:07 PM, Staff A CNA, and Staff B CNA transferred Resident #17 to his bed and provided</p>			
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	<p>incontinence cares. They transferred the resident with the use of the Mechanical Lift and as they lifted him from the wheelchair, it was revealed that there was a protective pad in the wheelchair soaked with urine and his shorts were soiled. They asked him what time he had gotten up that morning and he said he had been in his chair since after his bath at 8:30 AM.</p> <p>On 7/17/24 at 10:07 AM, Staff X CNA said that at one time, Resident #17 would use his urinal more throughout the day and would ask for help, but recently he hadn't been asking and so he was usually incontinent, and he needed help with the urinal.</p> <p>On 7/17/24 at 10:08 AM, Staff Y CNA said that in the past, Resident #17 would ask for help with the urinal or he would tell staff when he needed to use the toilet. But most recently, he didn't ask, and he would be in his wheelchair all day. Because he had a large belly, it was difficult for him to use the urinal while sitting in his chair so he mostly was incontinent throughout the day and used the urinal at night.</p> <p>On 7/17/24 at 1:10 PM, the Director of Nursing (DON) said that she would expect staff to offer to toilet the resident at least every 2 hours.</p> <p>According to the facility policy dated August 2022 titled: Continence and Incontinence - Assessment and Management. The physician and staff would provide appropriate services and treatment to help residents improve bladder function and prevent urinary tract infections. Staff and physicians will evaluate the</p>			
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	effectiveness of interventions and implement additional pertinent interventions as indicated.  <b>FACILITY RESPONSE:</b>			

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