

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

FC#6438		Date: February 6, 2017		
Valley View Village		Survey Dates: January 6-24, 2017		
2555C Guthrie Drive				
Des Moines, Iowa 50317		DS/pc/kk		
		<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>
58.19(2)j	<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><b>58.19(2) Medications and treatment</b>  <i>j.</i> 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><b>DESCRIPTION:</b></p> <p>Based on record review, observation and staff, resident and physician interviews, the facility failed to assess a resident with a change of condition after an event and change of condition (Resident #1). The sample consisted of 4 residents and the facility had a census of 66 residents. Resident #1 rose from the toilet and the resident's arm caught in the grab bar and then fall. The resident had a change in the appearance of the arm and an assessment had not been performed until the resident contacted a family member. Resident #1 had a blister on the heel and the event report identified the cause may be due to a wrinkled TED (supportive stocking) stocking on the foot/leg. Observation identified the stocking on the leg/foot improperly applied.</p> <p>Findings include:</p> <p>Resident #1 had a MDS (Minimum Data Set) assessment with a reference date of 11/16/16.</p>	I	\$2,000 <b>Held in suspension</b>	Upon Receipt

Facility Administrator \_\_\_\_\_

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	<p>The MDS identified the resident had diagnosis that included heart failure, pneumonia, depression, dizziness, giddiness, weakness, urine retention, shortness of breath and pain. The assessment indicated the resident had a Brief Interview for Mental Status (BIMS) score of 15. A score of 15 represent the resident had no cognitive problems for daily decision making but had fluctuating inattention and disorganized thinking, required limited assistance of staff for transfers, ambulation in the room and corridor, walking on and off the unit, dressing and toilet use. The resident had experienced one fall without injury and no skin issues.</p> <p>A Care Plan with the last care conference dated 10/26/16, indicated the resident had edema to his/her bilateral lower extremities, at a mild risk for skin breakdown due to limited mobility, occasional incontinence and a diagnosis of a cerebrovascular accident (CVA), some forgetfulness and with difficulty making appropriate decisions for himself/herself, at risk for a decline with ambulation and transfers and at risk for falls. The approaches directed the staff to do the following:</p> <ul style="list-style-type: none"> <li>a. Encourage the resident to elevate his/her legs when sitting in the recliner. (created 10/26/16)</li> <li>b. Remind the resident to wear ted hose as has failed to wear them at times per the physician's order. (created 10/26/16)</li> <li>c. Assist the resident with putting on the ted hose and remove the hose at night. (created 10/26/16)</li> <li>d. Inspect his/her skin every day during cares and perform systemic weekly skin inspection and skin</li> </ul>			

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	<p>checks with baths. (edited 5/9/16)</p> <p>e. The resident required assistance of 1 staff person with supervision for all mobility and transfers. (edited 1/9/17)</p> <p>f. The resident requires assistance with activities of daily living (ADL'S), toileting, dressing and bathing. (edited 1/9/17)</p> <p>g. Ambulate partway to and from meals as tolerated with a 4 wheeled walker and staff having pushed the wheel chair behind the resident (created 11/28/16)</p> <p>h. Recommend staff assistance with all transfers and mobility. (created 11/28/16)</p> <p>An Event Report dated 12/3/16 at 9:30 a.m., indicated no actual fall occurred, the resident stated he/she got his/her arm stuck in the grab bar when tried to get off of the toilet which made him/her loose his/her balance so he/she leaned against the wall, put on the call light and waited until help arrived. No injury had been noted at that time. The resident stated he/she originally got up unassisted and took himself/herself to the bathroom.</p> <p>The Event Report Notes and the Resident Progress Notes dated 12/2/16 did not address the above stated event and/or any assessment or intervention.</p> <p>The Event Report Notes dated 12/3/16 at 9:22 a.m., documented the following:</p> <p>The CNA (certified nursing assistant) informed the nurse earlier that morning that the resident had not</p>			

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	<p>wanted to go to breakfast and wanted a room tray due to not feeling well. The nurse asked the CNA what had been wrong and he stated the resident's arm hurt. The nurse thought to herself the resident had slept on his/her arm wrong. The nurse had been called to the resident's room due the CNA stated the resident told him he/she had fallen the night previous and his/her right wrist had been swollen. The resident called his/her family and the nurse was supposed to return their call. After the assessment, the nurse found the resident's right wrist edematous, slightly deformed, with a pain level of 10 out of 10 but the vital signs and neurological checks within normal limits (WNL). The nurse notified the physician and received an order to send to the hospital emergency room via the ambulance service.</p> <p>On 1/14/17 at 8:13 p.m., Staff E, CNA was interviewed and confirmed she answered the resident's bathroom call light on 12/2/16 and found him/her standing beside the toilet, leaned up against the wall but she could not recall where the resident's hands were positioned but said they [the hands] had not been caught in the rails beside the toilet. The staff member then called for the assistance of Staff B. The resident told the staff member he/she had fallen earlier and was upset because he/she fell all of the time. The staff member looked at the resident's hand and noted it had been swollen with no deformity. The staff member confirmed she heard Staff B inform Staff D, Licensed Practical Nurse (LPN) about the resident's hand sometime after supper and before midnight.</p>	<b>II</b>	<b>\$500.00</b>	<b>Upon Receipt</b>

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	<p>During an interview 11/12/17 at 9:33 a.m., Staff B, CNA confirmed on 12/2/16, he answered the resident's bathroom call light and observed another CNA as she assisted the resident off of the toilet when the resident became unsteady and leaned back against the wall and placed his/her right wrist on the upper bar beside the toilet to steady himself/herself. Staff B then assisted the resident to bed with the use of a walker. The staff member indicated although the resident placed his/her hand on the walker he/she failed to bare weight on the wrist however he had not noticed any deformity to the area. The staff member indicated he reported the entire situation to Staff D who had not been present during the incident.</p> <p>During an interview 1/11/17 at 3:31 p.m., Staff D (Licensed Practical Nurse), stated around 8:30 p.m. she did rounds and observed Staff B (certified nursing assistant) and another CNA with the resident who had been standing up against the wall in the bathroom with his/her hand on a rail with no noted deformity. Staff D asked the staff members if the resident had fallen and they said no so she did not perform an assessment.</p> <p>During an interview 1/12/17 at 1:15 p.m., Staff D first stated Staff B did not report any issues to her and she had been standing right there during the incident. Then the staff member stated she could not remember if he told her anything. The staff member then stated she could not say one way or another if Staff B reported anything to her [Staff D] or not.</p> <p>During an interview 1/10/16 at 4:56 p.m., Staff F,</p>			

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	<p>LPN confirmed during report on 12/3/16 nothing had been reported to her about the resident's injury. Around 7:45 a.m. to 8:15 a.m. she asked Staff G, environmental aide where the resident had been and he stated the resident refused to eat in the dining room because he/she had not felt well. Staff F continued to assist the residents in the dining area when Staff H, CNA told her the resident's family member wanted her to call him/her. Staff F entered the resident's room, looked at the resident's right wrist and noted an obvious broken bone as the wrist had been deformed and edematous. The staff member asked the resident what happened and the resident stated he/she had fallen the night before. Staff F called the resident's family and physician and sent the resident to the emergency room via the local ambulance service.</p> <p>On 1/10/17 at 11:05 a.m. Resident #1 was interviewed and stated she/he fell getting up from the toilet. The resident stated she/he got up per self because had call light on [activated] long enough. The resident stated thought would try getting up and went down a little way by toilet. The resident stated she/he lifted arm and could see the hand really puffed up [swollen]. The resident stated could not do anything so just laid there and awaited for the male and female aide. The resident stated she continued to wait quite a while and when they came in the male CNA stated "You hurt your wrist". The staff picked her/him up and placed in wheelchair and brought to bed. The nurse did not come in and check her/his arm right away. The resident stated the nurse said she</p>			

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	<p>came in but was asleep. The resident stated she laid in bed all night and suffered with terrible wrist pain. The resident stated she did not think she/he asked for pain medication, but called her/his daughter in the morning and asked her to take her/him to the hospital.</p> <p>During an interview on 1/13/17 at 9:35 a.m. Staff F (Licensed Practical Nurse) stated that Staff G told her the resident refused to eat in the dining area on 12/3/16 because his/her arm hurt but he/she did not act like the situation had been emergent so she just thought the resident slept on arm incorrectly.</p> <p>A written statement provided by Staff G (not dated) documented the following: I walked in to see if the resident wanted to get up for breakfast. The resident said no because he/she did not feel good and that arm hurt so he went and told Staff F about it. He then went back in to check on the resident after she received a room tray and Staff H had been in the bathroom. Both of the staff members agreed the resident's arm looked swollen so they told Staff F who went to the resident's room.</p> <p>A written statement provided by Staff H dated 12/3/16 documented the following: I had been informed by Staff G the resident refused to get up for breakfast because his/he arm hurt so she informed the dining room to get the resident a room tray for breakfast. Staff H entered the resident's room after breakfast, turned on his he light, went into the room and the resident stated</p>			

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	<p>right away that he/she needed to go to the hospital and to call her family. The staff member asked why and the resident showed the staff member his/her arm and told the staff member he/she had fallen the night before after shift change. The staff member called the resident's family who then requested to speak the nurse. Staff G informed Staff F who followed through accordingly.</p> <p>During an interview 1/13/17 at 6:55 p.m., Staff I, Certified Medication Aide (CMA) confirmed she administered the resident's 8 p.m. medications on 12/2/16 while the resident positioned in the recliner and the resident voiced no complaints. At 6 a.m. on 12/3/16, she entered the resident's room to administer the morning medication and raised the head of the bed (HOB) and noticed the resident's arm/wrist as swollen and reddish. Staff I stated she asked Staff B if he thought the area looked swollen and he agreed it had been. The staff member had no further follow through.</p> <p>During an interview 1/12/17 at 12 p.m., the Director of Nursing (DON) confirmed she would have expected the nurses to properly assess and document the resident's complaint of arm discomfort.</p> <p>An Event Report dated 12/23/16 at 8:30 p.m., indicated the resident had a large round shaped blister on the inner aspect of his/her left foot. The resident wore ted hose which at times wrinkled at the foot and heel area which may have been the contributing cause to the blister.</p> <p>The Event Report Notes read as follows:</p>			

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	<p>On 12/23/16 at 8:30 p.m. - The left inner aspect of the heel with a large fluid filled blister approximately 4 centimeters (cm) wide x (by) 3.5 cm long and round. The resident stated he/she had pain when bore weight on that foot.</p> <p>On 12/30/16 at 2:47 p.m. - The blister on the left heel remained intact. The area measured 3.5 cm x 3.0 cm filled with clear fluid, no drainage redness, swelling or warmth around the area and the resident had no complaints of pain.</p> <p>On 1/2/17 at 1:49 p.m. - The blister on the left foot remained intact however it appeared to have been blood filled, tender to the touch with no redness surrounding the area however he/she had 2-3 plus pitting edema to the left leg and foot. The resident complained of increased pain to the blister area itself and requested a pain pill which had been given. The nurse failed to inform the physician and/or family related to the change of condition.</p> <p>On 1/4/17 at 8:53 a.m. - New orders received from the Nurse Practitioner (NP) to discontinue the Kling to the left heel and to wear a protective boot on the heel until another specialized boot arrived at the facility.</p> <p>An observation 1/11/17 at 5:02 p.m., identified the resident wearing a ted hose stocking on his/her right foot/leg with the hole to the outer aspect of the foot which exposed 3 toes and wrinkled around the ankle area. (the hole belonged on the bottom of the foot)</p>			

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	<p>On 1/10/17 at 1:55 p.m., a physician was interviewed and stated he could not say one way or another if the resident's blistered area had been unavoidable. The physician stated the area could have been caused from the resident's ted hose but he did not know.</p> <p><b>FACILITY RESPONSE:</b></p>			

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