

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 03/24/2017  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  16G003	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  C 03/15/2017
NAME OF PROVIDER OR SUPPLIER  GLENWOOD RESOURCE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE  711 SOUTH VINE STREET GLENWOOD, IA 51534	
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W 000	INITIAL COMMENTS	W 000		
W 249	<p>A deficiency was cited at W249 as the result of the investigation of #66181-I.</p> <p>483.440(d)(1) PROGRAM IMPLEMENTATION</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>This STANDARD is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to ensure staff consistently provided supports as identified by the individual program plan. Specifically, staff failed to consistently utilize correct adaptive equipment. This affected 1 of 1 client involved in the investigation of #66181-I (Client #1).</p> <p>Finding follows:</p> <p>Record review on 3/13/17 revealed a facility investigation regarding an incident on the evening of 2/16/17, when Client #1 fell from a shower chair to the bathroom tile floor. Client #1 sustained lacerations to his/her upper left temple, upper left cheek and near his/her left ear. Client #1 went to the emergency room by ambulance and received a total of 18 sutures for the facial lacerations.</p> <p>Resident Treatment Worker (RTW) A worked with Client #1 at the time of the incident. RTW A said</p>	W 249		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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W 249	<p>Continued From page 1</p> <p>she unlatched the lap belt on the shower chair to reposition Client #1 and the client suddenly "lunged" forward and fell to the floor onto the left side of his/her face. During the course of the facility investigation it was discovered Client #1 did not use the correct shower chair at the time of the incident. According to the investigation, the current recommended shower chair (Aquatec Ocean VIP) had been incorporated into Client #1's plan on 5/13/14.</p> <p>Training records indicated RTW A had been trained on Client #1's plan on 10/22/15.</p> <p>Client #1 was 64 years old with a diagnoses including Severe Intellectual Disability, Major Depressive Disorder, Seizure Disorder, Osteoporosis and hearing impairment. Client #1 could bear weight. He/she used a wheelchair and transferred with one person assistance.</p> <p>According to Client #1's Physical Nutritional Management Plan (PNMP), the client used an Ocean VIP shower/commode chair with hip belt, footrests and calf pad for showering. Staff could also use the chest support strap on the Ocean VIP shower chair. For using the toilet, Client #1 could use the Etac shower/commode chair or the Ocean VIP shower chair with hip belt and footrests.</p> <p>Observation on 3/14/17 at approximately 10:30 a.m. revealed three types of shower chairs available on Client #1's bedroom/bathroom wing. There were two Etac shower chairs, one with a plastic foot rest and one without. The Etac shower chairs both had lap belts and chair arms. They did not tilt back and did not have a chest strap. The Aquatec Ocean VIP shower chair had chair arms, foot rests, a lap belt, a chest belt and it had the ability to tilt back. All three of the</p>	W 249		

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W 249	<p>Continued From page 2</p> <p>shower chairs had the name of the brand on them: either Etac or Aquatec, although the Etac name was in tiny letters. During the observation, the two Etac shower chairs were in the bathroom. The Aquatec Ocean shower chair was behind a closed door in an entryway next to the bathroom.</p> <p>The hospital Emergency Department report dated 2/16/17 identified Client #1 had a computed tomography (CT) which showed no evidence of acute intracranial hemorrhage or mass effect. The head CT revealed there is mild to moderate cerebral volume loss and moderate cerebellar volume loss. The CT revealed no evidence of skull base fracture and soft tissue swelling noted to the forehead.</p> <p>The client received sutures for facial lacerations to the left ear, left forehead, and temporal face.</p> <p>When interviewed on 3/13/17 at 3:20 p.m. RTW A stated she worked at House 250 for seven to eight months and had given Client #1 a shower many times. RTW A said she always used the Etac shower chair with Client #1. She said all of the clients (in that wing) used the Etac shower chair. RTW A said she had never noticed the Aquatec Ocean shower chair. She didn't realize there were two types of shower chairs available for use. RTW A said she and other staff used the Etac shower chair with Client #1. She didn't recall being trained to use the Aquatec Ocean shower chair.</p> <p>On the evening of 2/16/17, Client #1 soiled him/herself. RTW A assisted Client #1 to undress and transfer to the Etac shower chair. RTW A showered Client #1, but the client leaned and was not positioned correctly on the shower chair.</p> <p>RTW A unlatched the lap belt to reposition Client #1 and the client suddenly lunged forward and fell</p>	W 249		

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W 249	<p>Continued From page 3</p> <p>to the floor. RTW A said she was in front of and to the side of Client #1 and the client went through her hands as she tried to catch him/her. RTW A said Client #1 sometimes leaned or lunged forward. RTW A did not think the client had a seizure. RTW A said it was common for Client #1 to lean forward in the shower chair. RTW A said she thought the Etac shower chair was the correct one to use. She had seen extra wheelchairs and a shower chair in the side entry way, but she never saw another staff person use the Aquatec Ocean shower chair for Client #1. During a follow-up interview on 3/14/17 at 3:15, RTW A clarified that she had used the Etac shower chair with the foot rest.</p> <p>When interviewed on 3/13/17 at 3:50 p.m. RTW B stated she worked at House 250 for about 1 1/2 years and had given Client #1 showers. RTW B said Client #1 should use the Aquatec Ocean shower chair for showering and the Etac shower chair for toileting. She said it was common for Client #1 to lean forward in the shower chairs. The Aquatec Ocean shower chair had a chest strap, but Client #1 didn't like it and would undo it, so RTW B didn't use it. RTW B said she had used both Etac shower chair and the Aquatec Ocean shower chair when showering Client #1. If Client #1 was already in the Etac from sitting on the toilet, it was easier to wheel that shower chair over to the shower stall, instead of transferring the client to the Aquatec Ocean shower chair. RTW B said she thought the Etac shower chair was an acceptable option for showering Client #1 at the time the incident occurred.</p> <p>When interviewed on 3/13/17 at 4:15 p.m. RTW C said she had worked at House 250 for about one year and frequently assisted Client #1 with</p>	W 249		

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W 249	<p>Continued From page 4</p> <p>showers. She said the Aquatec Ocean shower chair should be used for showering and the Etac was used for the toilet. RTW C said Client #1 leaned forward "all the time" in both of the shower chairs. She said Client #1 would not tolerate the chest strap on the Aquatec Ocean shower chair. RTW C said she had used the Etac shower chair with the foot rest when showering Client #1. She had also used the Aquatec Ocean shower chair. RTW C noted that Client #1 would also lean forward when tilted back in the Aquatec Ocean shower chair.</p> <p>When interviewed on 3/13/17 at 4:35 p.m. RTW D stated she worked at House 250 for almost two years and had frequently showered Client #1. RTW C said the client should use the Aquatec Ocean shower chair for showers and the Etac for the toilet. RTW C said Client #1 often leaned forward in the shower chairs, even when tilted back in the Aquatec Ocean shower chair. She said Client #1 did not like the chest strap used when in the Aquatec Ocean shower chair. RTW C said she had used the Etac shower chair with the foot rests to shower Client #1. This was the chair they used to put over the toilet when Client #1 went to the bathroom, so it was easier to just keep the client in the Etac shower chair and wheel it over to the shower stall. The Aquatec Oceanic chair did not fit as easily over the toilet. RTW C said she had used both shower chairs when assisting Client #1 with showering. She thought Client #1 seemed secure and well positioned in the Etac shower chair with foot rests and the lap belt.</p> <p>When interviewed on 3/13/17 at 4:50 p.m. RTW E said she had worked at House 250 for about one year and had assisted Client #1 with</p>	W 249		

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W 249	<p>Continued From page 5</p> <p>showers. She said Client #1 should use the Aquatec Ocean shower chair for showers and the Etac for the toilet. RTW E said the Etac shower chair fit better over the toilet. She said Client #1 sometimes leaned forward when in the shower chairs. RTW E said she had used the Etac shower chair with foot rests to give Client #1 showers. She thought Client #1 seemed secure and well positioned in the Etac shower chair with the foot rests. RTW E noted Client #1 would lean forward even when tilted back in the Aquatec Ocean shower chair.</p> <p>When interviewed on 3/14/17 at 2:20 p.m. RTW F said he had worked at House 250 for about eight months and frequently assisted Client #1 with showers. He said Client #1 should use the Aquatec Ocean shower chair for showers. He said Client #1 had a tendency to lean forward, so it was important to have the lap belt on. RTW E said Client #1 didn't like the chest strap on. RTW F said Client #1 sometimes wanted to use the Etac chair to shower. He said staff had not always used the Aquatec Ocean shower chairs when showering Client #1. Since the incident, RTW F said he always used the Aquatec Ocean shower chair when assisting Client #1 with showers, but he had not been retrained about it.</p> <p>When interviewed on 3/14/17 at 10:00 a.m. the Resident Treatment Supervisor (RTS) for House 250 said staff should use the Aquatec Ocean shower chair when showering Client #1. The RTS said she didn't know if staff had consistently used the correct shower chair to shower Client #1.</p> <p>When interviewed on 3/14/17 at 10:45 a.m. the Occupational Therapist (OT) confirmed Client #1</p>	W 249		

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W 249	<p>Continued From page 6</p> <p>should use the Aquatec Ocean VIP shower chair when showering Client #1. This chair provided better positioning with the foot rests, chest straps and the ability to tilt back. She noted that even if Client #1 leaned forward when the shower chair was tilted back, the client would be less likely to fall out of the chair. The OT demonstrated that the Aquatec Ocean shower chair fit over the toilet if it was in a fully upright position, with no tilt.</p> <p>She noted that staff could toilet Client #1 on the Aquatec Ocean and then wheel the shower chair to the shower stall. Staff had a choice of using either shower chair for the toilet, but should use the Aquatec Ocean chair for the shower.</p> <p>When interviewed on 3/14/17 at 10:40 a.m. the Treatment Program Manager (TPM) said he had done retraining with staff about bathroom and showering procedures, but he had not gotten to all of the staff yet. When the OT demonstrated on 3/14/17 that the Aquatec Ocean shower chair did fit over the toilet when in a fully upright position, the TPM said he would add that information to his staff training.</p> <p>During a follow up interview on 3/15/17 at 11:00 a.m. the TPM explained he had recently done some training with staff regarding how to prevent falls in the bathroom, with tips such as drying the floor after each shower and not using too much shampoo. The TPM said he had not yet done any re-training specific to Client #1 and the correct shower chair. He said he planned to review that at a staff meeting scheduled for the afternoon of 3/15/17.</p>	W 249		