

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

Citation Number: 6547		Date: June 1, 2017		
Facility Name: Hawkeye Care Center		Survey Dates: May 8-11, 17, 2017		
Facility Address/City/State/Zip 2241 NW Street Carroll, Iowa 51401				
DS				
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.28(3)f	<p>481—58.28 (135C) Safety. The licensee of a nursing facility shall be responsible for the provision and maintenance of a safe environment for residents and personnel. (III)</p> <p>58.28(3) Resident safety. <i>f.</i> Residents shall be protected against physical or environmental hazards to themselves. (I, II, III).</p> <p>DESCRIPTION:</p> <p>Based on record review, observation, and staff interviews, the facility failed to protect residents from environment hazards when residents' beds were placed with the side of the beds against the baseboard heater. Resident #4 attempted to get out of bed unassisted and fell on the baseboard heater sustaining burns. Observation identified sixteen remaining beds were located near heaters and unsafe. The facility failed to ensure a bed side rail functioned properly and a bed lowered to a safe height (Resident #1). The sample consisted of 7 residents. The facility reported a census of 74 residents.</p> <p>Findings include:</p> <p>Resident #4 had an admission MDS (Minimum Data Set) assessment, with a reference date of 4/12/17. The MDS identified the resident had diagnoses including hypertension (elevated blood</p>	I	\$8,000 Held in suspension	Upon Receipt
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	<p>pressure), high cholesterol level, dementia, and stroke (a cerebrovascular disease). The MDS documented the resident had impaired long and short term memory loss, displayed no behavioral symptoms, required extensive assistance of 2 staff members for bed mobility, transfers and did not walk.</p> <p>The Care Plan identified the resident at risk for falls due to a CVA (Cerebral Vascular Accident-stroke), weakness, and immobility. The Care Plan listed the following interventions:</p> <p>On 4/6/17- Assess quarterly and as needed for risk of falls; On 4/6/17-Assure appropriate footwear on when up; On 5/8/17- High low bed; On 5/4/17- Use a recline back wheelchair; On 5/2/17-Personal alarm at all times</p> <p>The Care Plan identified the resident had an activities of daily living deficit and listed the following interventions:</p> <p>On 4/26/17-t transfer with 2 staff members and a Hoyer (mechanical) lift.</p> <p>The Skin Integrity Investigation dated 4/27/17 at 7:15 a.m. documented a burn/blister to the left</p>			
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	<p>lower leg, left foot 2nd, 3rd, and 4th toes. The prevention intervention listed to move the bed from the radiator.</p> <p>The Care Plan documented the resident as at risk for skin breakdown and had blisters on the lower leg as well as toes due to attempting to transfer unassisted out of bed. The resident sustained blisters from touching heater on the wall. The Care Plan listed the following interventions: On 4/26/17-Air mattress overlay on the bed On 4/26/17- Heel protectors in bed On 4/6/17-Monitor skin with cares, alert the nurse of any open/red areas so the physician can be contacted. On 4/27/17-Keep bed away from radiant heater On 5/8/17- Treatment to blisters, as ordered.</p> <p>The Hospice Physician Certification/Recertification of Terminal Illness dated 4/18/17, identified the resident had a wound to the right lateral left leg that measured 3.5 (centimeters) x [by] 1.7 cm. The note lacked physician notification and or treatment orders.</p> <p>The Progress Notes dated 4/20/17 at 2:30 a.m. indicated Staff B, Registered Nurse from a staffing agency, documented the resident had a 4 cm x 2 cm old blistered site. Staff documented the area as not open, no drainage, no warmth, no</p>			
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	<p>discomfort, and surrounding skin slightly pink.</p> <p>During an interview on 5/10/17 at 12:56 p.m. Staff B stated she worked the night shift on 4/20/17 and documented in the Progress Notes there was documentation about an area on the resident's right calf. Staff H, certified nurse aide, alerted her to the area. Staff B stated the area appeared to be an abrasion. Staff B stated she looked through the resident's chart and found no documentation of the area. Staff B stated she did not notify the physician or family due to the hour [during the night]. Staff B reported the information to the next shift.</p> <p>During an interview on 5/10/17 at 1:55 p.m. Staff H told Staff B he observed a red area to the resident's right calf that looked like an opened blister. Staff H stated the resident had restless legs and kicked legs out of bed.</p> <p>During an interview on 5/10/17 at 3:34 p.m. Staff F, Hospice nurse, stated she observed the area on the 4/21/17 and obtained treatment orders. Staff F stated the area originally looked like an abrasion from the Hoyer lift sling and now the area looked like a burn.</p> <p>The Progress Notes dated 4/21/17 at 10:39 a.m. documented the Hospice social worker visited the</p>			
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	<p>resident and stated the Hospice nurse will be called regarding the open area on the resident's right calf. The Progress Notes documented the skin as an open area.</p> <p>The Skin Condition Report dated 4/21/17 documented a scabbed area with drainage to the resident's right lateral calf that measured 3.5 cm x 1.7 cm.</p> <p>On 4/24/17 the area measured 3.5 cm x 1.7 cm.</p> <p>On 5/2/17 the area measured 5.7 cm x 4 cm.</p> <p>On 5/8/17 the area measured 12 cm x 5 cm.</p> <p>The record lacked notification of the right leg wound's increase in size to the physician.</p> <p>The Medication Administration Record documented an order for Bactroban ointment (antibiotic ointment) 3, started 4/21/17 or 4 days when staff first observed the area until the physician gave the treatment order.</p> <p>The Progress Note dated 4/27/17 at 9:21 p.m. documented the resident attempted to get out of bed and the resident laid the left leg on the radiator causing a burn to the left lower extremity causing a blister that measured 7.8 cm x 6.2 cm</p>			
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	<p>with superficial open areas to the 2nd, 3rd, and 4th left foot toes. The Progress Notes documented the staff sent a facsimile to the physician and notified the family.</p> <p>The new skin area dated 4/27/17 documented the resident had a burn on the left lower leg and left toes sustained during an attempt to transfer from bed landing on the radiator by the bed.</p> <p>A facsimile dated 4/27/17 sent to the physician at 7:43 a.m. asked for triple antibiotic ointment to the resident's burns to the left leg and 2nd, 3rd, 4th on the left foot. The facsimile did not include the measurements or description of the wounds.</p> <p>The Skin Condition Report dated 4/27/17 documented a skin area on the left lower leg that measured 7.6 cm x 6.2 cm, left foot 2nd toe that measured 1.9 cm x .7 cm, left foot 3rd toe circular area that measured .9, and left foot 4th toe circular area that measured .8 cm.</p> <p>The Skin Condition Report dated 5/2/17 documented the left leg area measured 5.7 cm x 4 cm, left foot 2nd toe circular area that measured .6 cm, left foot 3rd toe circular area that measured 1 cm x .1 cm, and left foot 4th toe area that measured 1.2 cm x .7 cm.</p>			
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	<p>The Skin Condition Report dated 5/8/17 lacked documentation of the left leg area. The measurements for the toe areas remained unchanged.</p> <p>The Quality Assurance Performance Improvement (undated) documented a plan to move all beds away from heating registers.</p> <p>During an interview on 5/10/17 at 7:45 a.m. the Assisted Director of Nursing (ADON) stated after the incident, the facility moved all beds away from the baseboard heaters and moved all beds away from the head of the bed against the baseboard heaters. The ADON stated a certified nurse aide (could not recall the name) informed him the resident had fallen onto the baseboard heater. The ADON stated the resident had one leg in bed and the other leg lying on the baseboard heater. The ADON touched the heater and found it hot. The ADON stated he did not know about the light switch by the bed that controlled the activation of the baseboard heater. The ADON stated he measured the areas and sent a facsimile to the physician requesting triple antibiotic ointment. The ADON stated he performed the weekly examinations of the residents with skin impairment. The ADON could not definitely say the cause of the right leg area but stated it could have been a burn. The ADON stated a physician</p>			
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	<p>had not yet examined the wounds.</p> <p>During an interview on 5/16/17 at 11:37 a.m. Staff V, certified nurse aide, stated the other aide on duty discovered the resident half in the bed and leg on top of the heater. Staff V stated the resident kicked his/her legs out of bed frequently and would not wear socks in bed. The resident had foam boots but would kick the boots off.</p> <p>On 5/10/17 at 8:05 a.m. a tour of the resident rooms identified an additional 16 beds were located against the heater and the head of the bed against the heater.</p> <p>In the resident's room, observation identified a switch; located on the wall to activate the heater (the switch resembled a light switch). The switch was activated. Two minutes after activation, the heater temperature tested at 174 degrees Fahrenheit.</p> <p>During an observation on 5/9/17 at 8:00 a.m. Staff G, certified nurse aide, and Staff E, certified nurse aide, assisted the resident with personal cares. The resident moved the lower extremities with ease and kicked legs out of bed multiple times during the assistance with personal cares. Staff used the Hoyer mechanical lift to transfer. The Hoyer lift straps went around the upper thigh</p>			
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	<p>area and did not have contact with the calf area.</p> <p>During an observation on 5/10/17 at 1:09 p.m. Staff C, licensed practical nurse, performed the dressing changes. Photographs identified multiple wounds on the toes and leg.</p> <p>2. Resident #1 had a MDS assessment with a reference date of 2/15/17. The MDS identified the resident had diagnoses that included diabetes, non-Alzheimer's dementia, heart failure (CHF), and depression. The MDS indicated the resident had severely impaired cognition and decision making skills. The MDS documented the resident required extensive assistance of two staff for transfers and bed mobility.</p> <p>The Care Plan dated 11/16/15, and revised on 2/28/17, identified the resident had a fall risk. The Care Plan directed staff to place ½ side rails up on the bed to aide with transfers and bed mobility, remind the resident to use the call light, use a hi-lo bed and mat at the bedside, and place items within reach.</p> <p>An incident report dated 2/27/17, at 10:30 p.m., identified staff found the resident lying on the floor by the bed and complained of left shoulder pain. The resident reported he/she fell out of bed when tried to get up to go to the bathroom.</p>			
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	<p>The progress notes dated 2/18/17, at 1:30 p.m., revealed a hi-lo bed used and mat placed at the bedside whenever the resident in bed. An x-ray report dated 2/28/17 identified no left shoulder fractures.</p> <p>During observation on 5/9/17, at 6:47 a.m., Staff J, Certified Nursing Assistant (CNA), provided pericare (perineal cleansing) for Resident #1, then left the resident's bedside to assist a co-worker and the resident's roommate in the bathroom. Staff J left Resident #1's bed in the high position, and left the side rail on the bed in a vertical position, but did not engage or lock the side rail in place. The resident laid on his/her right side and held onto the side rail attached to the right side of the bed. At that time, observation identified no mat on the floor by the resident's bed, and the call light cord wrapped around a bar on the side rail but the call light button rested on the floor and away from the resident. At 6:51 a.m., Staff J opened the bathroom door and walked by the resident's bed. Staff J reported the resident's side rail looked funny, and then asked Resident #1 what he/she had done with his/her side rail. Staff J lowered the resident's bed toward the floor.</p> <p>In an interview on 5/11/17, at 10:35 a.m., Staff K, CNA, reported the facility required staff to lower</p>			
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	<p>beds toward the floor on all residents for safety reasons. Staff K reported Resident #1's side rail should be in the up position and a mat placed on the floor by the resident's bed whenever the resident in bed.</p> <p>On 5/10/17, at 8:05 a.m., the bed side rails at the facility were observed. Observation revealed the side rail on Resident #1's bed in a vertical position attached to the bed frame. The metal side rail could be turned 360 degrees in a clockwise and then a counterclockwise direction without the side rail engaged and the side rail attached loosely on the bed.</p> <p>On 5/10/17 at 11:55 a.m., Staff I, Maintenance Assistant, was interviewed and reported the facility performed preventative measures on the bed equipment annually, but Resident #1 rented the bed from an outside vendor and the vendor had the responsibility to check and repair the beds. Staff I confirmed he had received no work order for a malfunctioning or broken side rail in the 300 Hall. Staff I confirmed Resident #1's side rail as loose and it should not rotate 360 degrees clockwise or counterclockwise on the bed. Staff I planned to follow up to have the side rail repaired.</p> <p>On 5/10/17, at 5:00 p.m., the Corporate</p>			
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	<p>Compliance Officer, was interviewed and stated she expected the vendor who supplied equipment or beds to inspect the equipment before bringing it to the facility.</p> <p>On 5/11/17, at 10:40 a.m., observation revealed both side rails in an up position on Resident #1's bed. The observation identified the side rails secured to the bed frame and engaged appropriately when raised to an up position, and no longer turned clockwise or counterclockwise.</p> <p>FACILITY RESPONSE:</p>			
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58.24(3)a	<p>481-58.24(135C) Dietary. 58.24(3) Nutrition and menu planning. a. Menus shall be planned and followed to meet the nutritional needs of each resident in accordance with the physician's orders and in consideration of the resident's choices and preferences. (II, III).</p> <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: 58.19(1) Activities of daily living. n. Nutrition and meal service. (1) Regular, therapeutic, modified diets, and snacks; (I, II, III).</p> <p>DESCRIPTION:</p> <p>Based on record review, observation and interviews with resident, family member and staff interviews, the facility failed to provide planned nutritional interventions, document consumption of supplements and communicate effectively regarding nutritional interventions to maintain acceptable parameters of nutritional for 4 of 17 residents reviewed (Residents #1, #3, #4, and #21). The facility reported a census of 74</p>	II	\$500 (Held in suspension)	Upon Receipt
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	<p>residents.</p> <p>Findings include:</p> <p>1. The Minimum Data Set (MDS) assessment dated 2/15/17; documented Resident #1 had diagnoses that included diabetes, non-Alzheimer's dementia, heart failure (CHF), and depression. The resident scored 5 out of 15 on the Brief interview for Mental Status (BIMS) interview indicating severe cognitive and memory impairment. The MDS documented the resident needed supervision and set up for eating. The assessment documented the resident had an unplanned weight loss and to receive a mechanically altered diet.</p> <p>The Care Plan dated 3/29/15, and revised on 2/23/17, documented the resident had a nutritional risk due to diagnoses of dementia, depression, diabetes, and CHF (congestive heart failure). The Care Plan directed staff to follow recommended dietary interventions to ensure adequate nutrient intake, serve a regular diet with ground meat, and provide a sippy cup during meals as needed. The Care Plan identified the resident had broken dentures.</p> <p>The resident's diet change order for 2/13/17 identified chocolate milk with meals to increase</p>			
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	<p>caloric intake. The diet change order dated 3/29/17, gave direction to serve Ensure pudding at lunch.</p> <p>The facility provided a list of the resident's weight, which included the following: 11/10/16 -209 pounds (lbs.) 12/9/16 - 207 lbs. 1/9/17 - 201 lbs. 2/20/17 - 199 lbs. 3/20/17 - 190.5 lbs. 4/24/17 - 184.5 lbs.</p> <p>The weights reflect a 3 % weight loss in 1 month (March-April 2017). The weights reflect a 7.3 % weight loss in 3 months (February -April 2017). The weights reflected a significant weight loss of 11.7 % in 6 months (November -April 2017).</p> <p>The Dietary Progress Notes recorded the following: On 1/9/17, resident on a regular, ground meat diet and had a continued slow weight loss. The dietician recommended offering high calorie snacks to the resident. On 2/13/17, chocolate milk started with meals to increase caloric intake. On 3/2/17, a family member expressed concerns the resident had lost weight and did not eat well.</p>			
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	<p>On 3/20/17, the resident refused chocolate milk; chocolate milk discontinued.</p> <p>On 3/29/17, the resident weighed 188 lbs. and had significant weight loss in 6 months. The dietician recommended Ensure pudding at lunch to increase nutrient intake.</p> <p>On 5/8/17, the resident weighed 183.5 lbs. and the dietician wrote the resident received Ensure pudding at lunch.</p> <p>A fax to the physician on 2/2/17 requested a Hospice evaluation due to a decline in the resident's weight.</p> <p>A fax to the physician on 3/1/17 requested supplements twice a day for weight maintenance because the resident had broken their dentures 3 months ago.</p> <p>Dining observations identified the following:</p> <p>On 5/9/17 at 7:40 a.m. Resident #1 sat in the dining room and fed self potato chips.</p> <p>Observation identified the resident had a sippy cup which contained juice, bowl of corn flakes with milk, sausage and toast on the table in front of the resident. At 12:20 p.m. the resident sat in a wheelchair in the dining room and a family member sat next to the resident. The resident</p>			
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	<p>had a plate sitting in front of in/her. On the plate contained the following: pulled pork, scalloped potatoes and broccoli/cauliflower. A bread plate and a glass of water sat on the table in front of the resident. The resident drank tomato juice from a sippy cup.</p> <p>On 5/10/17 at 8:05 a.m. Resident #1 sat in a wheelchair in the dining room and fed self corn flakes with milk. The resident drank tomato juice in a sippy cup. At 12:50 p.m., the resident sat in the dining room and fed self spaghetti. A sippy cup with tomato juice sat on the table by the resident.</p> <p>In an interview 5/10/17 at 2:20 p.m. the resident's family member reported s/he had lost weight and was supposed to have a supplement. The family member routinely visited during the meal time and reported the resident had not received a supplement at that time and reported he/she felt concerned if the resident received their recommended supplements. The family member stated it was their decision to not fix the broken dentures, but the diet should reflect food the resident could eat.</p> <p>2. The MDS assessment dated 4/19/17 documented Resident #3 had diagnoses that included cerebrovascular accident (CVA) or a</p>			
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	<p>stroke), dysphagia (difficulty swallowing) and muscle weakness. The MDS documented the resident needed supervision and set up for eating. The assessment documented the resident had no or unknown weight loss in 1 or 6 month period.</p> <p>The Care Plan dated 5/16/16 and revised on 4/24/17 documented the resident had a nutritional risk due to diagnoses of CVA and dysphagia. The Care Plan indicated the resident had a slow weight loss. The Care Plan directed staff to serve recommended dietary interventions to increase nutrients and fluid intake, serve a regular diet and obtain weights per facility protocol.</p> <p>The resident's diet change order for 2/20/17 directed to serve whole chocolate milk during meals to increase caloric intake. The diet change order 4/24/17 indicated Ensure Clear served during meals to increase caloric intake and fluids.</p> <p>The facility provided a list of the resident's weight, which included the following: 11/2/16 -143 lbs. 12/6/16 - 139 lbs. 1/6/17 - 136 lbs. 2/7/17 - 133.5 lbs. 3/7/17 - 136.5 lbs.</p>			
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	<p>4/4/17 - 130.5 lbs.</p> <p>The weights reflected a 4.19 % weight loss in 1 month (March-April 2017). The weights reflected a 2.09 % weight loss in 3 months (February -April 2017). The weights reflected an 8.74 % weight loss in 6 months (November -April 2017).</p> <p>The Dietary Progress Notes recorded the following: On 1/23/17 - Resident #3 received a regular diet and had their meat cut up. The resident had a slight weight loss from 140's to 130's. On 2/20/17 - The Dietician recommended chocolate milk or whole milk at meals to increase caloric intake due to a significant weight loss in 30 days. On 3/3/17 - Chocolate milk discontinued because the resident refused the chocolate milk at meals. The dietician recommended continued monitoring of the resident's weight. On 4/24/17 - The resident had a continued slow weight loss. The dietician recommended Ensure Clear with meals for increased nutrient intake and weight loss prevention.</p> <p>Dining observations revealed the following: On 5/9/17 at 9:15 a.m. the resident sat in the dining room and fed self his/her breakfast. The</p>			
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	<p>resident drank toast in a cup of coffee and the observation revealed no other beverages on the table by the resident. At 12:10 p.m., the resident sat in a wheelchair in the dining room and fed self. The resident had a cup of coffee next to his/her plate on the table. An empty glass sat upside down on the table and no other beverages were on the table by the resident.</p> <p>On 5/10/17, at 8:15 a.m. the resident sat in the dining room and drank tea from a cup. Observation revealed no other beverages on the table by the resident.</p> <p>On 5/11/17 at 10:20 a.m. Staff M, Dietary Cook, was interviewed and reported they had a list of residents who received dietary supplements recommended by the dietician. Staff M reported the dietary aides are assigned to pass out any dietary nutritional supplements such as chocolate milk, Ensure pudding or other nutritional products. Staff M confirmed Resident #1 and Resident #3 on the list and supposed to receive Ensure pudding during the lunch meal.</p> <p>On 5/11/17 at 11:05 a.m. Staff M and Staff N, Dietary Aides, were interviewed and reported the staff documented the resident intakes on an IPAD, but they had no way to chart the individual dietary product consumed, such as chocolate</p>			
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	<p>milk, ensure pudding, or ensure clear liquid. The staff could only record the total fluid amount consumed by each resident.</p> <p>3. Resident #4 had a MDS with a reference date of 4/12/17. The MDS identified diagnoses that included hypertension, high cholesterol, dementia and stroke. The resident had impaired long and short term memory problems. The MDS documented the resident weighed 157 pounds. The Nutrition Assessment dated 5/24/17 documented the resident lost 21 pounds since admission on 4/5/17. The dietician recommended chocolate milk at meals.</p> <p>During observation on 5/9/17 at 12:30 p.m., staff fed the resident lunch. Staff did not provide chocolate milk. During observation on 5/10/17 at 8:17 a.m., staff fed the resident breakfast. Staff did not provide chocolate milk. During an interview on 5/9/17 at 3:08 p.m., the resident's spouse stated the resident loved chocolate milk.</p> <p>4. The MDS assessment dated 4/14/17 documented Resident #21 had a diagnosis of postprocedural intestinal obstruction. The assessment documented she/he entered the facility on 4/7/17, had no memory or cognitive impairment and required supervision with eating. The assessment documented Resident #21</p>			
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	<p>received nutritional approaches while at the facility.</p> <p>The Weekly Weight Summary report documented Resident #21 weighed 182.5 pounds on 4/17/17, 183 pounds on 4/24/17, 164.5 pounds on 5/1/17 and 160.5 pounds on 5/8/17.</p> <p>The Dietary Nutritional Intervention sheet dated 4/24/17 documented Resident #21 was to receive the dietary intervention of chocolate milk with meals.</p> <p>Observation of the meal service on 5/8/17 at 12:00 p.m. identified Resident #21 did not receive chocolate milk on the tray delivered to his/her room. The resident stated she/he received two large glasses of white milk and drank only one. Resident #21 stated she/he would have drank the chocolate milk but didn't want two glasses of white milk.</p> <p>On 5/8/17 at 12:55 p.m. the dietitian was interviewed and stated Resident #21 needed increased calories due to chemotherapy and weight loss. The dietitian provided a copy of a diet order dated 5/1/17 for Resident #21 to have chocolate milk with all meals and Ensure Clear twice a day for snacks.</p>			
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	<p>The Dietary Manager provided the meal card on 5/8/17 at noon for Resident #21 which had no documentation of the direction for chocolate milk with meals. They subsequently added the notation when the Dietitian directed to do so.</p> <p>FACILITY RESPONSE:</p>			
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56.12	481-56.12 (135C) Class I violation as a result of multiple lesser violations. The director of the department of inspections and appeals may issue a citation for a class I violation when a physical condition or one or more practices exist in a facility which are a result of multiple lesser violations of the statutes or rules, but which taken as a whole constitute an imminent danger or a substantial probability of resultant death or physical harm to the residents of the facility.	I	\$5,000 (Held in suspension)	Upon Receipt
+				
58.20(2)(10)	481-58.20(135C) Duties of health service supervisor. Every nursing facility shall have a health service supervisor who shall: 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.			
+				
58.18(4)	58.20(10) Be responsible for all assignments and work schedules for all health services personnel to ensure that the health needs of the residents are met; (III) 481-58.18(135C) Nursing Care. 58.18(4) The facility shall provide prompt response from qualified staff for the resident's use of the nurse call system. (II,III) (Prompt response being considered as no longer than 15 minutes.)			

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	<p>[ARC 1398C, IAB 4/2/14, effective 5/7/14]</p> <p>DESCRIPTION:</p> <p>Based on record review, staff and family interviews, observation and an interview with a group of residents, the facility failed to ensure the facility had sufficient staff assigned to meet the needs of the residents and prevent a major injury for 1 of 7 residents reviewed (Resident #14). The facility reported a census of 74 residents.</p> <p>Findings include:</p> <p>1. Resident #14 had a MDS (Minimum Data Set) assessment with a reference date of 4/29/17. The MDS identified an admission date of 4/26/17. The MDS identified the resident able to make self understood and could understand others. The MDS revealed the resident required the limited physical assistance of 1 person for transfers, walking in room and corridor, and for locomotion on and off the unit. The MDS coded the resident's balance during transitions and walking as not steady, only able to stabilize with staff assistance for the following: moving from seated to standing position; walking; turning around and facing the opposite direction while walking; moving on and off toilet; and surface-to-surface transfer. The MDS marked the use of a walker</p>			
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	<p>and wheelchair for mobility devices. The MDS documented diagnoses that included disc degeneration of the lumbar region and low back pain.</p> <p>The Brief Interview for Mental Status dated 4/26/17 at 11:10 a.m. documented a score of 12. A score of 12 indicated moderate cognitive impairment.</p> <p>The Care Plan identified a focus area revised 4/27/17 for an ADL (activities of daily living) deficit due to weakness. The Care Plan directed staff to provide assistance of 1 (person), walker, and gait belt for transfers. The Care Plan contained no entries pertaining to removal of a wheelchair from the resident's room.</p> <p>The Task List Report printed 5/3/17 documented a Nursing Rehab program initiated on 4/27/17. The task directed staff to ambulate the resident to and from all meals and activities with walker and the assistance x1 (one person). The task scheduled the ambulation to be done at 9:00 a.m., 1:00 p.m., 6:00 p.m., and PRN (as needed).</p> <p>The Rehab Communication 2 form dated 4/27/17 documented recommendation/instructions from the therapist. The form recorded the resident needed: assist x1 with FWW (front wheeled</p>			
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	<p>walker) for all gait and transfers; to ambulate to/from all meals and activities with FWW and assist x1; and the wheelchair to be removed from the resident's room.</p> <p>The Progress Notes dated 4/27/17 at 10:25 a.m. documented the resident skilled for PT (physical therapy)/OT (occupational therapy) for observation and assessment. The entry recorded the resident ambulated with assist of 1 with walker. The entry documented the resident non-compliant with using call light, up walking with walker in the room, gait steady, balance good, and education on the use of the call light and awaiting assistance.</p> <p>The Progress Notes dated 4/27/17 at 10:46 a.m. documented the care plan changed. The resident to receive assist x1 with walker for all gait and transfers; ambulate to and from meals and activities with walker, assist x1; therapy removing wheelchair from the room; and the Care Plan updated.</p> <p>The Progress Notes dated 4/27/17 at 8:21 p.m. documented the resident used a FWW in the room independently and ambulated with a steady gait.</p> <p>The Progress Notes dated 4/29/17 at 6:23 p.m.</p>			
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	<p>documented the nurse called to the resident's room due to the resident experiencing an unwitnessed fall with the resident on the floor in front of the chair. The entry recorded the resident alert and oriented.</p> <p>The untitled incident report dated 4/29/17 at 6:30 p.m. and revised on 5/8/17 at 1:11 p.m., documented the resident experienced an unwitnessed fall. The report recorded the resident stated he/she tried to get up from the wheelchair after supper, missed, and fell on the floor bumping head on the wall but not hard.</p> <p>The Progress Notes dated 4/29/17 at 6:30 p.m. documented a change in condition form completed and faxed to the MD (medical doctor).</p> <p>The Progress Notes dated 4/29/17 at 8:15 p.m. documented the on-call doctor called and a verbal order received to send the resident to the ER (emergency room) for evaluation.</p> <p>The Progress Notes dated 4/29/17 at 8:27 p.m. documented a late entry by Staff P, LPN (Licensed Practical Nurse). The entry recorded Staff P responded and assessed the resident on the floor. The entry documented the resident's speech clear, the resident able to answer questions, and the resident stated he/she hit</p>			
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	<p>his/her head on the wall but it didn't hurt. The Progress Notes dated 4/29/17 at 8:30 p.m. documented the ambulance arrived to pick up the resident. The entry recorded the ambulance personnel attempted to ask the resident questions regarding the fall, but the resident gave no rx (response) and speech slurred/garbled.</p> <p>The Progress Notes dated 4/29/17 at 8:45 p.m., documented by Staff Q, LPN, recorded the resident stated he/she bumped his/her head on the wall but not hard. The entry documented the resident made the statement at the time of the fall when alert/oriented x4. Staff Q wrote the residents VS (vital signs) WNL (within normal limits) for the first 4 checks but the B/P (blood pressure increased and the resident started to slur speech, and the began to vomit.</p> <p>The Imaging Report dated 4/29/17 recorded the results of a CT (computer tomography) scan of the resident's head. The subtitled section Impression, documented an acute left subdural hematoma with local mass effect and left-to-right herniation (a traumatic collection of blood around the brain).</p> <p>The Progress Notes dated 4/30/17 at 1:10 p.m. documented a report call received from the hospital ER RN. The entry recorded ER RN</p>			
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	<p>reported the resident unresponsive most of the time in the ER and admitted for comfort cares as remained unresponsive.</p> <p>The Major Injury Determination Form signed on 5/5/17 by the resident's physician, documented the physician reviewed the circumstances, injury, and prognosis of the patient and believed the injury sustained was a major injury.</p> <p>Staff statements, staff interviews, family interviews:</p> <p>In a written statement dated 4/30/17, Staff R, CNA (Certified Nurse Aide), documented she saw the resident on the floor in a sitting position in the resident's room on 4/29/17 at 6:00 p.m. Staff R recorded she asked the resident what happened and the resident stated he/she tired of waiting in the dining room so he/she pushed him/herself back in wheelchair with walker in front of him/her. Staff R documented the resident said when he/she got back to his/her room, he/she thought he/she could stand up and walk over to the couch. Staff R stated the resident reported he/she fell hitting head on wall.</p> <p>On 5/3/17, Staff O, MDS/RN (Registered Nurse) Coordinator, typed a statement regarding the resident's therapy recommendation. Staff O</p>			
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	<p>documented therapy gave her a communication/recommendation paper on 4/27/17 at 10:45 a.m. Staff O wrote the paper recommended the resident: receive assist x1 with walker for all gait and transfers; be ambulated to and from all meals and activities with walker and assist x1; and remove the wheelchair from the room. Staff O explained the recommendation was so the resident would ambulate to and from all meals and not ride in the wheelchair from the room. Staff O documented since the Care Plan already directed the assistance of 1 staff person, walker, and gait belt for transfers, she did not include removing the wheelchair from the resident's room in the Care Plan; that way if the resident needed the wheelchair for long rides, appointments, or if tired, the resident could still use the wheelchair. Staff O wrote she entered an ambulation program, based on the therapy recommendations, into the Tasks in PCC (the section of the computer program called point click care where the CNA's documented and received information). Staff O documented she then removed the wheelchair from the resident's room.</p> <p>In an interview on 5/8/17 at 3:10 p.m., Staff P (Agency nurse) stated he recalled the resident's fall on 4/29/17 around 6:15 p.m. Staff P said he went to assess the resident when he/she on the</p>			
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	<p>floor. Staff P reported the resident said something about going to the loveseat. Staff P commented the resident at that time very alert and oriented with no signs/symptoms of dementia. Staff P stated he did not feel there was enough staff that night to meet the resident's needs. Staff P recalled no CNA for the 100 hall because staff split the hall (CNA's assigned to other hallways take a few rooms each to oversee). Staff P commented honestly felt not safe for aides to split the assignment of the 100 hall.</p> <p>In an interview on 5/9/17 at 6:10 p.m., Staff R (certified nursing assistant) stated she clocked in at 6:00 p.m. on 4/29/17. Staff R said she walked down 100 hall and saw the resident sitting on the floor. Staff R reported the resident stated he/she got tired of waiting in the dining room so got wheelchair and walker and took self to room. Staff R commented the resident said he/she thought he/she could stand and walk to couch but fell hitting head on the wall. Staff R reported she completed vitals on the resident every 15 minutes 4 times and then on the 1st 30 minute check she noticed the resident changed. Staff R said the resident laid over on the couch, non-coherent. Staff R responded when asked about enough staff she did not feel there was enough staff. Staff R commented they had enough that night</p>			
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	<p>but Staff U, CNA, had to leave and Staff G, CNA, from the 100 hall had to take his place on another hall. Staff R stated she thought the 100 hall had 6 or 7 residents living there that night. Staff R reported if staff called in on overnights, the facility pulled the 100 hall aide and the other 3 CNA's must split the 100 hall. Staff R stated that 1 resident on the 100 hall required assist of 2 staff members. Staff R stated the facility staffed short a lot and she shared her concern with management. Staff R commented management responded they should be able to handle it.</p> <p>On 5/9/17 at 6:30 p.m., Staff T, CMA (Certified Medication Aide) was interviewed and stated she does not like when the 100 hall aide is pulled because there is a resident on 100 hall with an alarm. Staff T said the 200 hall has approximately 20 residents as does the 300 hall. Staff T reported the residents on the 200 and 300 halls want to get to bed but call lights going on the 100 hall. Staff T stated the 300 hall aide responsible to cover rooms 103, 108, and 109. Staff T said the facility often short staffed with no 100 hall aide. Staff T reported the residents on the 100 hall have the following needs: 1 resident has a personal alarm and constantly self transfers; 1 resident needed 2 staff members to assist with cares; 1 resident on the call light a lot because needs assist to use the bathroom a lot;</p>			
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Facility Name: Hawkeye Care Center		Survey Dates: May 8-11, 17, 2017		
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	<p>and another resident that received medical treatments required frequent trips to the bathroom. Staff T stated the 400 hall aide covers the resident with the alarm but the alarms can't be heard on the 400 hall and Staff T felt that was a danger.</p> <p>On 5/9/17 at 6:50 p.m., Staff S, CNA, stated she worked from 2:30 p.m. to 11:00 p.m. on 4/29/17. Staff S reported the 100 hall to be for those residents needing therapy and mostly independent. Staff S responded yes and no when asked if she felt the facility had enough staff to meet resident needs. Staff S commented she did not think splitting the 100 hall doable because when on the 300 hall she can't see the 100 hall and when assigned to the 200 hall she can't hear anything from the 100 hall.</p> <p>Observation on 5/9/17 at 7:00 p.m. identified when standing on the 300 or 400 hall, as unable to see the 100 hall. Observation revealed an extra-large activity room at the end of the 100 hall and must walk thru the room, turn 90 degrees right to get to the 400 hall. Observations further revealed when standing on the 400 hall or at the end of the 200 or 300 halls, could not hear residents living in the 100 hall.</p> <p>On 5/9/17 at 7:45 p.m., a family member was</p>			
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Facility Administrator

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	<p>interviewed and stated he/she visited the resident on 4/28/17. The family member stated the resident reported he/she would put light on and not get help. The family member stated the resident said he/she was supposed to get help. The family member reported he/she unable to talk to the resident at the hospital due to the resident in a coma until he/she passed away on 5/7/17.</p> <p>In an interview on 5/10/17 at 12:40 p.m., Staff G, CNA, stated she was scheduled to the 100 hall on 4/29/17. Staff G reported Staff U left from 5:00 p.m. to 8:00 p.m. so she had been pulled to cover his hall. Staff G stated she assisted the resident to walk to supper but not back. Staff G said she walked the resident with the walker while pulling the wheelchair behind them and the resident sat in the wheelchair in the dining room. Staff G reported the wheelchair obtained from the resident's room. Staff G commented when Staff R came at 6:00 p.m., she called for help because the resident laid on the floor. Staff G reported after she was pulled from the 100 hall assignment, the 400 hall aide would have been in charge of the resident because the hall was split assignment. Staff R said she did not see anyone assist the resident out of the dining room. Staff G stated she had not taken care of the resident before that night. Staff G said her 1st interaction</p>			
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	<p>with the resident occurred at 2:30 p.m. when she introduced herself to the resident and the 2nd interaction occurred when she walked the resident to the dining room. Staff G reported she did not assist the resident with any cares before or after walking. Staff G stated it was very often typical for the 100 hall to be split and she did not feel the facility could safely meet the residents' needs because so far away from the other hallways can't hear the alarms.</p> <p>On 5/10/17 at 1:16 p.m., the Administrator stated the 100 hall was dedicated to skilled short term residents except for 2 residents that are long term with behaviors. The Administrator stated depending on time and complexity, the facility tried to staff a dedicated CNA if 4 or 5 skilled residents are on the hall. The Administrator stated with the census under 77, she did not feel case load there. The Administrator stated 1 resident on the 100 hall required assist of 2 staff members. The Administrator stated she thought therapy removed the wheelchair due to the resident's sciatica (nerve pain) and wanted the resident to move. The Administrator acknowledged she did not see any documentation of the resident refusing to walk. The Administrator stated the facility did have some pendent call lights (necklace) but the resident did not have one.</p>			
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	<p>On 5/10/17 at 2:40 p.m., Staff Q stated she worked 2:00 p.m. to 10:00 p.m. 4/29/17. Staff Q said she conversed with the resident after the fall and they had a good conversation. Staff Q stated she questioned the resident about what he/she was doing and the resident responded he/she tried to get up but did not have the wheelchair backed up to the wall. Staff Q said the resident reported he/she hit his/her head on the wall but not hard. Staff Q stated at the 7:30 p.m. check, the resident couldn't get any clear speech out. Staff Q reported that day to be the 1st time she met the resident. Staff Q stated the 1st time she saw the resident, she saw him/her in the dining room in a wheelchair but did not know who he/she was yet. Staff Q said the resident did not have a pendent call light and the residents that walk have pendent call lights. Staff Q recalled the resident self-propelled from the dining room in a wheelchair towards the hallways. Staff Q stated she did not know the resident was supposed to be ambulated because she did not recognize who he/she was the 1st time she seen him/her. Staff Q recalled Staff G pulled at 5:00 p.m. from the 100 hall because Staff U left. Staff Q stated the aides on the other 3 halls are responsible for covering the 100 hall. Staff Q said if on the 400 hall, she could not hear the 100 hall because of the big activity room between the halls. Staff Q said she could not hear the 100</p>			
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	<p>hall from the 200 or 300 halls either. Staff Q commented with people with alarms, needed to have someone assigned to the 100 hall. Staff Q stated she understood 100 hall for the skilled short term residents and those residents needed more focus and attention. Staff Q said it seemed the 100 hall got pushed to the back burner when split rather than focusing on it due to greater acuity.</p> <p>In a family interview on 5/10/17 at 4:25 p.m., a family member stated he/she visited the resident on the morning of 4/29/17. The family member stated the resident reported when he/she put the call light on it took a long time for someone to respond.</p> <p>In an interview on 5/10/17 at 4:45 p.m., Staff A, RN/Corporate Compliance Nurse, stated the expectations is the plan of care tasks (Task List Report) to be completed by the CNA's. Staff A confirmed the resident should have been ambulated to and from the dining room.</p> <p>100 Hall Census Information:</p> <p>The Daily Census report printed 5/10/17 documented the following number of residents residing on the 100 hall from 4/19/17 thru 5/10/17:</p>			
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	<p>a. 6 on 4/19 b. 5 on 4/20, 4/21 c. 4 on 4/22, 4/23, 4/24, 4/25 d. 5 on 4/26, 4/27 e. 6 on 4/28, 4/29 (1 discharged and 1 admitted this day), 4/30, 5/1 f. 5 on 5/2, 5/3, 5/4, 5/5, 5/6, 5/7, 5/10</p> <p>Staffing assignments:</p> <p>From 4/1/17 thru 5/11/17, the daily hall assignment sheets titled Today's Care Givers, assigned no CNA's to the 100 Hall directly for the Day Shift (6:00 a.m. to 2:00 p.m.) on these dates: a. April - 4/15, 4/18 from 6:00 a.m. to 11:00 a.m., 4/22, 4/23, 4/24, 4/25, 4/26, 4/27, 4/28, 4/29, 4/30 b. May - 5/1, 5/2, 5/3, 5/4, 5/5, 5/6, 5/7, 5/8, 5/9, 5/10</p> <p>From 4/1/17 thru 5/11/17, the Today's Care Givers, assigned no CNA's to the 100 Hall directly for the Eve Shift (2:00 p.m. to 10:00 p.m.) on these dates: a. April - 4/10, 4/15 from 2:00 p.m. to 6:00 p.m., 4/17, 4/18 from 6:00 p.m. to 10:00 p.m., 4/22, 4/23, 4/24, 4/25, 4/26, 4/27, 4/28, 4/29 from 5:00 p.m. to 8:00 p.m., 4/30 b. May - 5/1, 5/2 from 2:00 p.m. to 7:00 p.m., 5/3, 5/4, 5/5, 5/6, 5/7, 5/8, 5/9, 5/10 from 6:00 p.m. to 10:00 p.m., 5/11</p>			
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	<p>From 4/1/17 thru 5/11/17, the Today's Care Givers, assigned no CNA's to the 100 Hall directly for the Overnight Shift (10:00 p.m. to 6:00 a.m.) on these dates:</p> <p>a. April - 4/7 from 10:00 p.m. to 4:00 a.m., 4/20, 4/21, 4/22, 4/30 from 10:00 p.m. to 2:00 a.m.</p> <p>b. May - 5/3, 5/5, 5/6, 5/7</p> <p>On 5/8/17 at 3:00 p.m. a group of 5 residents were interviewed. Five of the 5 residents in attendance voiced the facility is short staffed on Saturdays.</p> <p>FACILITY RESPONSE:</p>			
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