

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

|                                                                                   |                     |                                                                                                            |       |                                  |                    |
|-----------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------|-------|----------------------------------|--------------------|
| Citation Number:<br><b>FC 6680</b>                                                |                     | Fine amount reduced by 35%<br>to \$975.00 on October 30,<br>2017 pursuant to Iowa Code<br>Section 135C.43A |       | Date:<br><b>October 20, 2017</b> |                    |
| Facility Name:<br><b>Panora Specialty Care</b>                                    |                     | Survey Dates:<br><b>October 2-5 &amp; 9th, 2017</b>                                                        |       |                                  |                    |
| Facility Address/City/State/Zip<br><b>805 E. Main Street<br/>Panora, IA 50216</b> |                     | HL                                                                                                         |       |                                  |                    |
| Rule or<br>Code<br>Section                                                        | Nature of Violation |                                                                                                            | Class | Fine Amount                      | Correction<br>date |

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| <b>135C.44</b>  | <b>135C.44 Treble fines for repeated violations.</b><br>The penalties authorized by section 135C.36 shall be trebled for a second or subsequent class I or class II violation occurring within any twelve-month period if a citation was issued for the same class I or class II violation occurring within that period and a penalty was assessed therefor.<br>[C77, 79, 81, §135C.44]481—56.6 (135C) Treble and double fines. | <b>II</b> | <b>\$1,500.00<br/>Treble Fine<br/>(\$500.X3)</b> | <b>Upon<br/>Receipt</b> |
| <b>56.6(1)</b>  | <b>56.6(1) Treble fines for repeated violations.</b><br>The director of the department of inspections and appeals shall treble the penalties specified in rule 481—56.3(135C) for any second or subsequent class I or class II violation occurring within any 12-month period, if a citation was issued for the same class I or class II violation occurring within that period and a penalty was assessed therefor.            |           |                                                  |                         |
| <b>58.18(4)</b> | <b>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</b>                                                                                                                                                                                                                                                                              |           |                                                  |                         |

Facility Administrator

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|  | <p>response being considered as no longer than 15 minutes.)[ARC 1398C, IAB 4/2/14, effective 5/7/14]</p> <p><b>DESCRIPTION:</b></p> <p>Based on group resident interview, review of resident council minutes and resident and family interviews, the facility failed to ensure staff responded and answered residents' call lights within 15 minutes; and met residents needs in a timely manner for 3 of 3 residents during group interview and 3 of 10 current residents reviewed (Residents #10, # 1 and #9). The facility reported a census of 44 residents.</p> <p><b>Findings include:</b></p> <p>1. During a group resident interview on 10/2/17 at 1:30 p.m., 3 of 3 residents reported when they placed the call light on, it took staff more than 15 minutes before they responded and provided assistance. The residents reported staff had longer response times on weekend, evening and night shifts. One</p> |  |  |  |
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|  | <p>resident reported she had waited 2 hours for staff assistance to go to the bathroom. The resident reported she had placed call light on and waited. The resident reported she felt awful when she soiled her pants because she couldn't wait any longer. Another resident stated she had also wet herself while waiting for staff to come. This resident stated she kept time by a watch and felt demeaned and embarrassed about the incident.</p> <p><b>2. Review of Resident Council Meeting minutes revealed the following concerns:</b></p> <p>a. 4/28/17 - call lights not answered timely and staff certified nursing assistants (CNA's) had a party in another resident's room on 4/26/17.</p> <p>b. 5/26/17 - call lights not answered timely.</p> <p>c. 6/30/17 - call light not answered timely on overnight shift.</p> <p>d. 7/17 - old business addressed the previous months concerns but call lights continued to be a problem between night shifts.</p> <p>e. 8/29/17 - CNA's talked on phone instead of assisting residents.</p> <p>f. 9/29/17 - CNA's still on phones instead of providing assistance to residents. It took an</p> |  |  |  |
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|  | <p>hour before call lights answered during the day and night time.</p> <p>3. On 10/3/17 at 1:35 p.m., Resident #10's family member reported it took 45-60 minutes for staff to respond to the resident's needs and call lights. The family member reported when she visited the facility within the past week, Resident #10 sat in a wheelchair in soiled pants for 2 hours because staff were too busy and unable to assist. The family member reported the facility did not have enough staff to care for residents and staff told residents all of the time they had to wait, but then didn't come back. The family member reported the resident called her at home she couldn't get any help.</p> <p>Review of Resident #10's MDS assessment of 8/15/17 revealed she required the assistance of one staff with transfers, toilet use and personal hygiene.</p> <p>4. The MDS assessment dated 8/3/17 recorded Resident #1 had diagnoses that included heart failure, depression, muscle weakness</p> |  |  |  |
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|  | <p>and cellulitis in the left lower limb. The MDS documented the resident had a Brief Interview for Mental Status (BIMS) score of 15 out of 15, which indicated intact memory and cognition. The MDS documented the resident required the assistance of one staff for bed mobility, transfers, toilet use and personal hygiene.</p> <p>The care plan dated 1/14/16 recorded Resident #1 needed staff assistance with activities of daily living (ADL's) due to weakness.</p> <p>In an interview 10/2/17 at 3:45 p.m., Resident #1 reported to took 20 minutes or longer before staff responded to her call light and provided assistance. Resident #1 reported this happened often. The resident reported she had wet and dirtied her pants while waiting for staff. The resident stated she felt degraded and embarrassed after that occurred. Resident #1 reported she looked at digital clock on dresser to tell how long it took for staff to respond.</p> <p>5. Review of the MDS assessment dated 9/7/17 revealed Resident #9 had diagnoses</p> |  |  |  |
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|  | <p>that included heart failure, anxiety disorder, depression and chronic lung disease. The MDS documented the resident had a BIMS score of 15 out of 15 and that she required the assistance of one staff with transfers, toilet use and personal hygiene.</p> <p>The care plan dated 5/24/17 identified resident had increased needs with ADL assistance and with an increased risk for falls. The care plan directed she needed the assistance of one staff with transfers, positioning and ambulation.</p> <p>During an interview 10/4/17 at 2:00 p.m., Resident #9 reported on the evening of 9/25/17, she told staff she needed to go to the bathroom. Staff verbally responded it would be a minute. The resident asked again for assistance to the bathroom and staff told her it would be a minute. The resident reported she wheeled herself in wheelchair to their room after 30 minutes and then fell in the bathroom when attempting to go to the bathroom by herself. The resident reported she pulled the call light in the bathroom but</p> |  |  |  |
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|  | <p>nobody came. The resident then used her cell phone and called the front desk, but nobody answered the phone. The resident then reported she hollered for help and a staff CNA came to check on her. The resident reported staff played on phones and texted a lot.</p> <p>During an interview 10/5/17 at 3:30 p.m., the Director of Nursing (DON) reported she expected staff to answer call lights within 15 minutes. The DON reported she had done call light audits but had not had time to do audits for awhile.</p> <p><b>FACILITY RESPONSE:</b></p> |  |  |  |
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