

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

Citation Number: 6750		Date: February 1, 2018		
Facility Name: Pearl Valley Rehabilitation And Healthcare Center		Survey Dates: January 9, 10, 11, 16, 2018		
Facility Address/City/State/Zip 2002 Cedar Street Muscatine, IA 52761		HL		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.12 (135C)	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	\$3500.00 Held In Suspension	Upon Receipt
58.14(3)	481—58.14(135C) Medical services. 58.14(3) Arrangements shall be made to have a physician available to furnish medical care in case of emergency. (II, III) AND			
58.14(5)	58.14(5) The person in charge shall immediately notify the physician of any accident, injury, or adverse change in the resident's condition. (I, II, III) DESCRIPTION: Based on record review and interviews, the facility failed to provide or arrange physician services 24 hours a day. In addition, the facility did not have an agreement with a physician to provide services in the absence of the attending physician/medical director. The prior medical director informed the facility he would be terminating services and the facility's corporate office failed to alert the facility they were			

Facility Administrator

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	<p>without a medical director. The facility reported all of the 55 residents used the medical director as their primary physician. Specifically, Resident #1 with a known history of respiratory infection developed respiratory distress, the facility did not have a physician to contact for consultation and new orders for interventions, resulting in the resident being sent to the emergency room. Resident #5's clinical record showed the on-call physician responded he was not on call anymore and the facility needed to fax another physician. Interview with the Director of Nursing (DON) revealed she did not inform the charge nurses there was no physician coverage available. The facility reported a census of 55 residents.</p> <p>Findings include:</p> <p>1. The email chain dated 12/4/17 at 9:20 a.m. the Vice President of Physician Services (VP) at a local hospital contacted the facility Corporate Executive Director (CED). The email served as implementation of a 30 day written notice under section 10.2 of the Agreements. The email detailed 1/3/18 as the last day of physician/patient relationship at the facility. The VP asked the CED if he/she wanted the VP to inform the facility. On 12/5/17, the VP again asked the CED if he/she wanted the VP to contact the facility. On 12/5/17 at 4:01 p.m., the CED responded that he/she would let the facility know. On 1/5/18 at 10:50 a.m., the VP contacted the CED and informed him/her that they were still receiving phone calls and faxes from the facility.</p>			
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	<p>An interview on 1/10/18 at 4:58 p.m. the Corporate Regional Vice President (RVP) reported the Administrator called him/her on 1/5/18. The Administrator reported he she received information from the VP that the Medical Director's contract was terminated. The RVP called the CED and the CED reported the Medical Director was still active. The CED told the RVP to call the Medical Director. The RVP called the Medical Director who informed the RVP that the contract was terminated. The RVP called a physician to find physician coverage over the weekend. The RVP found an on-call physician who agreed to cover through 1/8/18. The RVP called the on-call physician on 1/8/18 to ask if he/she would continue to cover. The on-call physician declined. The RVP reported 1/17/18 is the CED's last day covering Iowa. The RVP called the new CED and the Owner to inform them the facility did not have physician coverage for the residents on 1/9/18. The new CED and Owner said they would take care of it. The RVP called the state to inform them of the situation. The RVP called the Owner to inform him/her that the state was contacted. The RVP told the Owner that there was no way he/she could ethically not inform the state.</p> <p>An interview on 1/10/18 at 3:20 p.m. the Director of Nurses (DON) the Medical Director continued to provide orders through 1/4/18.</p> <p>An interview on 1/9/17 at 5:08 p.m. with the on-call</p>			
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	<p>physician reported he/she took call for the residents at the facility starting the evening of 1/5/18 and ended call on 1/8/18 at 5:00 p.m.</p> <p>An interview on 1/9/18 at 4:45 p.m. Staff A (Charge Nurse) reported the DON told Staff A that something was wrong with the Medical Director and the on-call physician was no longer covering. Staff A reported all of the residents had the Medical Director as their primary physician. Staff A reported he/she was not informed who to call if a resident required physician services. Staff A reported he/she planned to call the DON if there was an emergency.</p> <p>An interview on 1/9/18 at 4:53 a.m. the DON reported he/she found out this morning from the Administrator that the facility had no physician coverage. The DON reported the staff sent out Resident #1 with upper respiratory issues earlier today.</p> <p>An interview on 1/9/18 at 4:40 p.m., the Administrator reported he was working on the contract with for the new Medical Director and did not have a signed contract yet.</p> <p>2. According to the Admission Record dated 1/9/18 Resident #1 had diagnoses of cerebral infarct, acute upper respiratory infection, spastic diplegic cerebral palsy and dysphagia.</p> <p>The Minimum Data Set (MDS) assessment dated</p>			
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	<p>10/4/17 revealed Resident #1 required total staff assistance with dressing, eating, toilet use personal hygiene and bathing.</p> <p>The Plan of Care directed the staff to provide assistance of one staff to turn and reposition in bed, transfer with a sit to stand lift, allow time to respond due to communication deficit from stroke, difficulty chewing and history of aspiration pneumonia.</p> <p>The Progress Notes dated 1/9/17 at 12:41 p.m. revealed Resident #1 sent to local emergency room by ambulance due to oxygen level 78 -83% on room air. Resident #1 had a non-productive cough and wheezing in all lung fields. Resident #1 had a temperature of 97.8 degrees Fahrenheit, pulse of 88 and blood pressure of 133/84.</p> <p>The Nursing Communication Form dated 1/9/18 revealed Staff B emailed the physician. The nurses comments revealed Resident #1 had cold symptoms the last 3 days, no temperature, vital signs within normal limits and bad cough. Staff B requested an order for cough syrup as needed.</p> <p>An interview on 1/10/18 at 9:44 a.m. Staff B reported Resident #1 had chest congestion, difficulty breathing and low oxygen saturation at 83%. Staff B reported he/she did not get an order to send Resident #1 out [on 1/9/18]. Staff B was more worried about Resident #1's difficulty breathing. Staff B reported normally she would obtain an order and reported there was a note at</p>			
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	<p>the nurses station directing the staff to contact the on-call physician. Staff B reported he/she faxed the on-call physician.</p> <p>The facility fax Activity Report revealed on 1/9/17 at 1:12 p.m. a fax was attempted. However, the fax failed to send as it was sent to the on-call physician's cell phone number. The report revealed no other faxes sent to the on-call physician on 1/9/18.</p> <p>An interview on 1/11/18 at 9:02 a.m. Staff C (Medical Records) reported he/she spoke to Staff B who reported he/she faxed the doctor the request for cough syrup. Staff C reported he/she looked through all the faxes for 1/9/18. There was no physician response to any faxes on 1/9/18.</p> <p>An interview on 1/10/18 at 3:20 p.m. the DON reported the Administrator and RVP informed him/her the morning of 1/9/18 that there was no physician coverage. The DON reported she did not inform the charge nurses there was no physician coverage. The DON reported at the same time she heard the ambulance sirens. The ambulance was at the facility to pick up Resident #1. Staff B told the DON he/she called 911 because Resident #1 was in respiratory distress.</p> <p>2. According to the Admission Record dated 1/11/18 Resident #5 had diagnoses of atherosclerotic heart disease, chronic ischemic heart disease, stroke, history of pulmonary embolism and congestive heart</p>			
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	<p>failure.</p> <p>The MDS assessment dated 12/6/17 revealed Resident #5 required supervision for all activities of daily living.</p> <p>The Prothrombin Time and International Normalized Ration (PT/INR) dated 1/1/8 revealed Resident #5 had an INR of 1.2 (a normal range considered 0.8 - 1.2). The on-call physician responded to the faxed results on 1/8/18 at 4:49 p.m. The physician noted he/she not on call anymore and need to fax to another physician.</p> <p>The staff faxed the results to the new Medical Director on 1/11/17 with the current Coumadin dosage of 2.5 milligrams (mg) every Monday and 2 mg every Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday. The staff asked if any change in dosage and if any recheck of PT/INR.</p> <p>The Nursing Communication Form dated 1/13/18 revealed the new Medical Director saw Resident #5 and wrote an order to give Coumadin 2.5 mg every Monday Wednesday and Friday and 2 mg every Tuesday, Thursday, Saturday and Sunday.</p> <p>An interview on 1/11/18 at 11:38 a.m. Staff D reported he/she was working when the PT/INR results returned from the on-call physician with a note that he/she was no longer on-call and to send to another physician. Staff D reported Staff E took the fax to the DON. Staff E was concerned with no physician coverage. The fax</p>			
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	<p>was not returned to Staff D. Staff D passed on in report the PT/INR returned with a note to fax to another doctor and Staff E and the DON were taking care of it.</p> <p>An interview on 1/11/18 at 12:00 p.m. Staff E reported he/she took the PT/INR results off the fax machine and saw that the on-call physician noted "no longer on call contact another physician". Staff E called the on-call physician who reported he/she was only on call over the weekend. Staff E then called the Administrator to inform her there was no doctor covering the residents. Later the Administrator told Staff E they could fax the on-call physician. Staff E reported she left the fax with Staff D.</p> <p>An interview on 1/11/18 at 12:14 p.m. the DON reported he/she did not know anything about the INR results until yesterday when the Surveyor showed him/her. The DON reported Staff E did not say anything to him/her about it.</p> <p>An interview on 1/16/18 at 1:18 p.m. the DON reported an expectation of the staff to notify the physician with lab results, document the lab was faxed and awaiting response from physician. The DON reported it took from Monday until Saturday for a response. The DON reported the staff did not document it was faxed again on 1/11/18.</p> <p>An interview on 1/9/18 at 5:45 p.m. the Administrator reported the facility had a signed contract for new</p>			
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	Medical Director effective immediately. FACILITY RESPONSE:			
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