

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

Citation Number: 6759		Date: February 28, 2018		
Manorcare Health Services-WDM		Survey Dates: November 30-January 26, February 27, 2018.		
5010 Grand Ridge Drive West Des Moines, Iowa 50265				
		DS		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

<b>58.19(2)a</b>	<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) Medication and treatment.</b></p> <p>a. Administration of all medications as ordered by the physician including oral, instillations, topical, injectable (to be injected by a registered nurse or licensed practical nurse only); (I,II)</p> <p><b>DESCRIPTION:</b></p> <p>Based on record review, staff and physician interviews and review of policy and procedures, the facility failed to ensure that 1 of 19 residents reviewed were free from significant medication errors (Resident #17). The facility reported a census of 79 residents.</p> <p>Findings include:</p> <p>The Minimum Data Set (MDS) assessment, with a reference date of 9/4/17, indicated Resident #17 had an admission date into the facility on 8/28/17 with diagnoses that included coronary</p>	<b>I</b>	<b>\$5,500 (Held in suspension)</b>	<b>Upon Receipt</b>
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Facility Administrator

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	<p>artery disease, history of venous thrombus and emboli (blood clots) and aortocoronary bypass graft (heart vessel bypass). The MDS indicated the resident required extensive assistance of at least 1 staff for transfers to and from the bed and chair, bathing, dressing, toileting and personal hygiene. The physician orders that directed the resident's admission included:</p> <p>1. Clopidogrel Bisulfate (Plavix - a medication used to prevent blood clot formation following coronary vessel bypass procedures) 75 milligrams (mg) administered oral daily.</p> <p>2. Apixaban (Eliquis - an anticoagulant medication) 5 mg administered oral 2 times daily.</p> <p>The facility's Admission policy, dated 12/2009, directed staff to notify physician of resident admission and obtain or verify orders.</p> <p>The policy and procedures titled <b><u>Medication and Treatment Administration Guidelines</u></b>, dated 12/2014, directed that orders are transcribed and noted by the licensed nurse. The licensed nurse noting an order is responsible for accurate transcription and initiation of orders.</p> <p>The August, 2017 and September, 2017 Medication Administration Records (MAR's)</p>			
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	<p>revealed Resident #17 received the Plavix medication daily as ordered from 8/29/17 through 9/5/17, and had not received the Eliquis medication.</p> <p>A Nurse's Progress Note transcribed on 9/6/17 at 6:29 a.m. by Staff A, licensed practical nurse (LPN), revealed the spouse informed the nurse the resident's leg was swollen. The nurse assessed the leg and described the leg as edematous (swollen), hard and warm to touch, the physician notified, and obtained an order for a Doppler study.</p> <p>A Nurse's Progress note transcribed on 9/6/17 at 6:28 a.m., by Staff B, LPN (licensed practical nurse) indicated the physician ordered the resident sent to the hospital Emergency Room for evaluation and treatment related to deep vein thrombus (DVT) to the right hip and right lower extremity.</p> <p>A hospital discharge summary dated 9/12/17 revealed the resident admitted on 9/6/17, with diagnoses that included an acute DVT of the right lower extremity, a chronic DVT of the left lower extremity, the resident had not received the ordered Eliquis medication while at the nursing home, and required a surgical procedure, a thrombectomy (blood clot removed through an incision) on 9/8/17, and remained hospitalized</p>			
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	<p>until 9/11/17.</p> <p>Documentation on a facility self-reported event to the Iowa Department of Inspections and Appeals (DIA), identified Resident #17 admitted on 8/28/17, sent to the emergency Room on 9/5/17 for right leg swelling with redness, admitted to the hospital for DVT, and a hospital surgeon contacted the facility on 9/6/17 and questioned if the resident had received the Plavix and Eliquis medications as ordered.</p> <p>On 12/11/17 at 5:22 p.m., the Director of Nursing (DON) was interviewed and stated 2 different nurses were required to enter physician orders upon a resident's admission; 1 that entered the orders in the computer and the 2nd nurse verified the order for accuracy. The DON stated Staff K, licensed practical nurse (LPN), entered the orders on the resident's admission, omitted the Eliquis order, and no other nurse verified the orders were entered as prescribed.</p> <p>On 1/18/17 at 11:15 a.m., the resident's cardiothoracic surgeon was interviewed and stated staff should have administered both the Plavix and Eliquis medications as ordered, and if administered as directed, it would have eliminated or greatly reduced the resident's risk of blood clot development that required his re-hospitalization</p>			
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	<p>and surgical intervention.</p> <p><b>FACILITY RESPONSE:</b></p>			
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<p>50.9(3)bc</p> <p>+</p>	<p><b>481-50.9(135c) Criminal, dependent adult abuse, and child abuse record checks.</b></p> <p><b>50.9(3)</b> Requirements for employer prior to employing an individual. Prior to employment of a person in a facility, the facility shall request that the department of public safety perform a criminal history check and the department of human services perform child and dependent adult abuse record checks of the person in this state.</p> <p><i>b. Conducting a background check.</i> The facility may access the single contact repository (SING) to perform the required background check. If the SING is used, the facility shall submit the person's maiden name, if applicable, with the background check request. If the SING is not used, the facility must obtain a criminal history check from the department of public safety and a check of the child and dependent adult abuse registries from the department of human services. (I,II,III)</p> <p><i>c. If a person being considered for employment has been convicted of a crime.</i> If a person being considered for employment in a facility has been convicted of a crime under a law of any state, the</p>	<p>II</p>	<p>\$500</p>	<p>Upon Receipt</p>
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58.11(3)	<p>department of public safety shall notify the facility that upon the request of the facility the department of human services will perform an evaluation to determine whether the crime warrants prohibition of the person's employment in the facility. (I,II,III).</p> <p><b>481-58.11(135C) Personnel. 58.11(3) Employee criminal record checks, child abuse checks and dependent adult abuse checks and employment of individuals who have committed a crime or have a founded abuse.</b> The facility shall comply with the requirements found in Iowa Code section 135C.33 as amended by 2013 Iowa Acts, Senate File 347, And rule 481-50.9(135C) related to completion of criminal record checks, child abuse checks, and dependent adult abuse checks and to employment of individuals who have committed a crime or have a founded abuse. (I,II,III)</p> <p><b>DESCRIPTION:</b></p> <p>Based on review of personnel files and staff interviews, the facility failed to complete the required criminal background checks and obtain the appropriate authorizations for the employees to work prior to the date of hire for 3 of 8</p>			

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	<p>employee personnel records reviewed. The facility reported a census of 79 residents.</p> <p>Findings include:</p> <p>Review of employee personnel files identified the following:</p> <ol style="list-style-type: none"> <li>1. A SING (Single Contact &amp; Licensing Background Check) check performed 7/19/17 identified further search required prior to the hire of Staff F, chauffeur, and on 7/24/17, the SING cleared Staff F for employment. Staff F was hired by the facility on 7/17/17.</li> <li>2. A SING check performed 2/27/17 revealed further search required prior to hiring of Staff H, certified nursing assistant (CNA). Information from the Iowa Department of Criminal Investigation received on 3/1/17, identified a "hit" and without disposition as of that date. A request for authorization from the Iowa Department of Human Services on 3/7/17, to clear Staff H's criminal history for work at the facility, revealed the department couldn't authorize the action because the 11/25/16 arrest was without disposition. The facility did not make another attempt to obtain authorization for Staff H's employment prior to the review conducted 1/17/18. Staff H worked at the facility from her</li> </ol>			
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	<p>3/18/17 hire date until 1/9/18 when placed on suspension.</p> <p>3. Staff G, CNA, hired 2/2/10, received the required 2 hours of dependent adult abuse education on 9/22/09. When the record was reviewed on 12/13/17, there was no other documentation of the education required, at a minimum, of every 5 years. The facility provided documentation that the required abuse education was completed 1/9/18.</p> <p>The policy and procedures titled, <b><u>Criminal History Check</u></b>, dated 1/14/13, directed staff to do the following:</p> <p>1. Criminal background checks will be conducted within the guidelines of specific state and federal laws, and job offers are made contingent upon successful completion of criminal background checks and other pre-employment checks and policies.</p> <p>2. The Human Resources Director must review any situation where an applicant or employee is found to have a criminal history.</p> <p>3. The Human Resources Designee must obtain information regarding the facts of the crime and provide that information to the area Human</p>			
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	<p>Resources Director.</p> <p>4. All applicable state, federal and local laws must be followed for applicants with a criminal history.</p> <p>During an interview on 1/24/18 at 9:50 a.m. the Interim Administrator stated there had been a change of personnel in the HR department</p> <p><b>FACILITY RESPONSE:</b></p>			
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<b>58.28(3)e</b>	<p><b>481—58.28 (135C) Safety.</b> 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><b>58.28(3) Resident safety.</b> e. Each resident shall receive adequate supervision to ensure against hazards from self, others, or elements in the environment. (I,II, III)</p> <p><b>DESCRIPTION:</b></p> <p>Based on record review and staff interviews, the facility failed to provide adequate supervise when repositioning a resident in bed, resulting in the resident falling out of bed and hitting head on trash can which resulted in a closed head injury and lumbar fracture (Resident #6) and failed to provide adequate supervision in order to keep Resident #16 safe. The sample consisted of 20 residents reviewed and the facility reported a census of 79 residents</p> <p>1. Resident #6 had a Minimum Data Set (MDS) assessment with a reference date of dated 11/2/17 . The MDS identified the resident had diagnosis that included diabetes, arthritis, Alzheimer's disease and depression. The MDS indicated the resident had a score of 11 out of 15 for Brief Interview of Mental Status (BIMS)</p>	<b>I</b>	<b>\$3,000 (Held in suspension)</b>	<b>Upon Receipt</b>
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	<p>cognitive assessment. A score of 11 identified the resident had a moderate cognitive impairment. The MDS indicated the resident had no symptoms of delirium, and required extensive assistance by 2 or more staff members for transfers to and from bed and chair, bathing, dressing, toileting, personal hygiene, and frequently incontinent of bowel and bladder.</p> <p>The Care Plan, identified the resident had a problem with activity of daily living skills. The plan directed staff to assist the resident with dressing, bathing, personal hygiene and transfers.</p> <p>The physician orders directed staff to apply Calmoseptine ointment (moisture barrier) to the buttocks topically every shift for redness and excoriation.</p> <p>An Incident Report, completed by Staff A, licensed practical nurse (LPN), dated 1/1/17 at 6:30 a.m. identified the resident rolled out of bed when changed ( due to incontinency) by staff, hit face on garbage can and the staff used a mechanical lift to transfer the resident from the floor.</p> <p>A hospital Emergency Department physician note, dated 11/1/17 at 8:50 a.m. indicated the</p>			
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	<p>resident assessed after a fall, and later admitted to the hospital for a closed head injury and facial swelling after a fall from the bed. The Final Report of the images included a compression fracture at L2 (lumbar) and a chronic fracture of the lower Thoracic spine, T 12.</p> <p>The resident returned to the facility on 11/2/17 at 2:30 p.m., with 2 bruises on the left side of the neck that measured 10 centimeters (cm) by 3.5 cm and 7 cm by 2 cm, both purple colored.</p> <p>On 1/4/18 at 8:10 a.m., Staff A was interviewed and stated on the morning of 11/1/17, the resident became incontinent and as she removed the soiled bedding with the resident positioned on her side, the resident and the air mattress slid off the opposite side of the bed and the resident hit her head on the waste can as she fell to the floor. There were no other staff in the room at the time. Staff A stated she should not have provided the care unassisted.</p> <p>On 2/27/18 at 1:01 p.m. Staff A was interviewed and stated the resident fell off the left side of the bed in between her and the room- mate's bed. Staff A stated the area had a trash can and a recliner chair on that side of the bed. The air mattress was partially hanging over that side of the bed but still mostly on the bed with the sheet</p>			
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	<p>over the mattress. The bed was in the normal position and was not a low bed but she had raised the bed up for the care. The bed had no bed rails on the bed. Staff A stated after the incident, she yelled for help and another nurse and a CNA came in quickly.</p> <p>2. The MDS with a reference date of 8/16/17 indicated Resident #16 had diagnoses that included aphasia (difficulty with speech), hemiplegia (paralysis of 1 side of the body) and hypertension (high blood pressure), severe cognitive impairment, required assistance of at least 2 staff for transfers to and from bed and chair, bathing, dressing, eating, toileting and personal hygiene, always incontinent of bowel and bladder, unable to stand or ambulate, and deficits of bilateral upper and lower extremities.</p> <p>The Care Plan indicated the resident had a deficit with activity of daily living (ADL) self-care. The plan directed the staff that 2 staff needed to assist the resident with dressing, transfers and bathing. Another problem identified on 5/23/15, reflected the resident to be at risk for falling. The interventions directed the staff to change the resident's positions slowly, place commonly used articles in reach and reinforce the need to call for assistance.</p>			
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	<p>An Incident Report, created on 11/1/17 at 2:27 p.m. identified the resident found on the floor on 10/30/17 at 6:15 p.m. by her bed, with sheet under her and incontinent of urine, without major injury, no mental status changes, pupils equal and reactive to light, grips equal, range of motion within normal limits for the resident, resident crying, unable to determine if crying was due to pain or some other reason. The staff assisted the resident to bed.</p> <p>Another Incident Report, created on 10/14/17 at 1:15 p.m., revealed the staff found the resident on the bedroom floor at 10:45 a.m. on her back with feet up in air against side of the bed. No injuries identified.</p> <p>Staff interviews identified the following:</p> <p>12/18/17 at 10:52 a.m., Staff K, licensed practical nurse (LPN), on duty at time of the fall on 10/30/17, stated she didn't know how the resident fell, it happened at the change of shifts, the resident didn't attempt to self transfer.</p> <p>12/18/17 at 12:10 p.m., Staff BB, LPN, stated the resident could not move by herself, she had contractures.</p> <p>12/18/17 at 12:25 p.m., Staff L, LPN, stated she</p>			
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	<p>never saw the resident move.</p> <p>12/18/17 at 12:43 p.m., Staff M, LPN, stated the resident couldn't move on her own.</p> <p>1/23/18 at 3:30 p.m., Staff G, certified nursing assistant (CNA) stated the resident didn't move on her own, she had to be fed, she didn't know how she could have fallen on her own.</p> <p>12/18/17 at 5:20 p.m., the former Director of Nursing (DON) stated the resident could scoot herself in bed, and she didn't have any investigative note or file related to the 10/30/17 fall.</p> <p><b>FACILITY RESPONSE:</b></p>			
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DS				
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

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

\_\_\_\_\_  
Date

If, within thirty (30) days of the receipt of the citation, you (1) do not request a formal hearing or; (2) withdraw your request for formal hearing, and (3) pay the penalty; the assessed penalty will be reduced by thirty-five percent (35%) pursuant to Iowa Code section 135C.43A (2013).