Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: 6859				**Date:** October 4, 2018
Facility Name: Touchstone Healthcare Community		**Survey Dates:** August 13 to September 26, 2018		
Facility Address/City/State/Zip: 1800 Indian Hills Drive Sioux City, IA 51104	**MW/SS**			
Rule or Code Section	**Nature of Violation**	**Class**	**Fine Amount**	**Correction date**
58.19(2)j	**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(2)** *Medication and treatment.* *j.* Provision of accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in mental, emotional, or physical condition. (I, II, III) Based on clinical record review, observation, staff, physician interview family interviews and facility policy review, the facility failed to always complete accurate and timely assessments and interventions for 8 of 21 residents reviewed (Residents #376, #22, #373, #374, #4, #425, #62 and #68) which resulted in immediate jeopardy for facility residents. The facility identified a census of 77 current residents. Findings include: 1. According to the MDS (Minimum Data Set) assessment dated 3/22/18, Resident #376 had diagnoses that included anemia, pneumonia, diabetes mellitus, seizure disorder, anxiety disorder and acute respiratory distress syndrome. The MDS identified the resident had a BIMS (Brief Interview for Mental Status) score of 14 which indicated intact memory and cognition. According to the MDS the resident required	**I**	**$10,000, held in suspension**	**Upon Receipt**

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	the assistance of two with bed mobility and transfers and the assistance of one with eating. The assessment documented Resident #376 admitted to the facility on 3/15/18. The care plan dated 3/26/18 documented the resident had diabetes and required insulin. The care plan directed staff or the resident to check blood glucose levels before meals. The care plan also identified the resident had a diet of sodium 2000 mg (milligram) and potassium 60 mEq (milliequivalents) per day. The care plan also identified the resident had food allergies to fish, poultry and nuts. Review of the Hospital Discharge Instructions dated 3/15/18 revealed Resident # 376 had nuts allergies with reaction 0 to persistent, moderate, severe nausea and vomiting. The resident also identified chicken/poultry, fish allergy-reaction vomiting. The Discharge Instructions included the following orders: a. Glucagon 1 mg daily as needed for low blood sugar. b. Insulin aspart rapid acting per low dose sliding scale subcutaneous (SQ) with meals 3 times a day. c. Insulin aspart rapid acting 0.5 ml SQ with meals 3 times a day. d. Insulin aspart long acting 8 units SQ with breakfast. e. Diet 2 gram sodium and 60 meq potassium f. Insulin Aspart 100 units/ml sliding scale. Notify medical doctor if blood sugar less than 70 or greater than 400. Review of the Order Summary Report dated 3/15/18 revealed the order for 2 gram sodium, potassium 60			

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meq diet. The order also identified his allergies to fish, nuts and poultry.

Review of the Fire Rescue document dated 3/24/18 revealed that at 8:05 PM Fire Rescue staff arrived at the facility and CPR (cardiopulmonary resuscitation) in progress. Upon arrival Fire Rescue on the scene had the resident supine (flat) on the floor and applied the cardiac monitor showing asystole (no heart rhythm). Large amounts of light brown emesis came out of the resident's mouth and a large amount of loose stool outside of the diaper. The resident did not have a pulse and not breathing and his skin felt pale, warm and very dry. The lung sounds full of possible emesis. Staff stated the resident had a low blood glucose around 6:00 PM, in the 50's, the resident was alert so they gave him a sandwich. They did give him something he was allergic to but caught it right away. Staff state they did not come back to check on the resident until 8:00 PM when they found him without a pulse and with unknown down time. There was no noted lividity or rigor mortis; staff started CPR. The resident received all his medication today and had no complaints other than the lower blood glucose. Blood glucose obtained and noted to be 178. The rescue staff established an IV, performed suction, administered epinephrine, cleared the resident's airway and then intubated him. The noted no swelling in the airway. The resident transferred to the hospital.

Review of the Emergency/Urgent Care Report dated 3/24/18 revealed the resident transferred to the ER (emergency room) from the facility. At about 6:00 PM

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	the facility checked the resident's blood sugar, it had been a little low in the 50's and he ate a sandwich. Staff found the resident in his room at approximately 8:00 PM, called out EMS (emergency management system) at 8:05 PM and they arrived at 8:09 PM. When he was found, he was in PEA (pulseless electrical activity). The nursing home staff initiated CPR. EMS intubated him and continued CPR. He had been given 4 doses of epinephrine prior to arrival and remained in PEA throughout. When Resident #376 arrived in the ER, he was unresponsive, pupils fixed and dilated and CPR in progress; CPR continued and the resident remained with PEA. ER staff gave multiple doses of epinephrine and bicarbonate. A right femoral arterial stick showed a PH (acid/alkaline) of 6.88, potassium 7.3 and lactic acid level over 9. The resident received multiple more doses of epinephrine and 1 gram of calcium chloride. CPR continued and staff repeated blood gases several minutes later. The resident remained in PEA. Second blood gases showed a PH of 6.96. Shortly after this, the patient went into a very fine ventricular fibrillation. He was shocked at 200 joules and then developed asystole (the absence of a heart rhythm). The resident was pronounced deceased at 8:52 PM. Review of the Diet Guide Sheet titled Lunch Day 14 (3/24/18) revealed the following food items: a. Seasoned Chicken Breast 3 ounce b. Sliced beats 1/2 cup c. Rice 1/2 cup d. Dinner roll/bread 1 with margarine e. Fruit Cocktail 1/2 cup			

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	f. Milk 4 ounces Review of the Diet Guide Sheet titled Dinner Day 14 revealed the following food items: a. Meatloaf with gravy 4 ounces b. Capri vegetable blend 1/2 cup c. Noodles 1/2 cup d. dinner roll/bread 1 each e. Vanilla ice cream 1/2 cup f. Milk 4 ounces Review of the Document titled Amount Eaten dated 3/24/18 revealed the following: a. No documented morning meal intake during breakfast. b. 3/24/18 at 11:56 AM - 51% to 75%. c. 3/24/18 at 9:18 PM - 51% to 75%. Review of the MAR (medication administration record) dated 3/1 - 3/31/18 revealed the following orders: a. Insulin Aspart Solution Pen-injector 100 unit/ml sliding. On 3/24/18, staff held his insulin due to a blood sugar of 56. b. Glucagon Emergency kit, 1 mg (milligram) intramuscularly as needed for low blood sugar (no parameters) not administered. Review of the Progress Notes dated 3/24/18 at 6:00 PM revealed the nurse notified of the resident's low blood sugar of 57. Staff prepared the resident food and high sugar food; he was alert and oriented and able to make his needs known. Staff documented the plan to re-check after the resident completed his meal and			

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	held his insulin at this time. At 7:20 PM, staff found the resident lying in his bed without vital signs and unresponsive to pain. The nurse entered the room to follow up on his blood sugar and amount the resident ate, at which time he was found unresponsive. Four staff lowered him to the floor and staff initiated CPR as the resident was a full code. The resident had excessive mucous and vomit in the oral cavity so staff cleared his airway and continued CPR. A CNA (certified nursing assistant) called 911 while the nurses continued to perform CPR. EMS staff arrived and facility staff handed the resident's care over to them. At 9:07 PM, the facility received a call from the hospital and the resident had been pronounced dead in the ER. The facility failed to complete any assessment after a reported low blood sugar. Review of the Certificate of Death dated 3/24/18 revealed the cause of death as lactic acidosis due to diabetes mellitus type 1. During an interview with Staff U, LPN (Licensed Practical Nurse) on 8/17/18 at 1:10 PM she stated she worked on 3/24/18, the facility had been short of staff and she had been the only nurse on duty. They did the best they could with the amount of people they had. At 6:00 PM, Staff X, CNA reported Resident # 376 had a low blood sugar so he did not need his insulin. She had also reported the resident had a snack and ate it. Staff U stated she had other issues with other residents and did not go into the resident's room and did not assess him due to other resident concerns. She went into the resident's room at approximately			

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	7:40 PM and found the resident in bed and not breathing. She called for assistance on the walkie-talkie and yelled in the hall for staff. She told a CNA to get the DON (Director of Nursing) from her office and call 911. Staff U stated it took her a while to find staff to help put the resident on the floor to do CPR and she saw the resident had emesis in his mouth. She did chest compressions on the resident and gave no breaths due to the emesis. The ambulance came to the facility and transferred Resident #376 to the hospital at approximately 8:00 PM. She stated the DON told her she would do the charting for the incident. She further recalled the resident's family had called (did not remember day or time) the facility and reported the resident had received chicken for a meal and didn't eat it. She didn't know if the resident ate supper or not and did not recall seeing food in his room. During an interview with Staff X, CMA (certified medication aide) on 8/21/18 at 2:15 PM she stated she took the resident's blood sugar approximately 5:00 to 5:30 PM and it measured low. She told the nurse, Staff U, and went on with her pill pass. She stated she had asked a CNA to get the resident some food and drink and when she had been in the resident's room. Resident #376 had been talking and she asked him if peanut and butter would be OK and he said yes. She saw the CNA make the sandwich for the resident. Staff X stated she didn't go back in the room, didn't see him again and did not know if he ate supper or not. Staff U later went to the resident's room and came out and told her to get the DON and call 911. She went to the			

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	DON's office to get her and then called 911. She went to the door to wait for the ambulance and showed them to the resident's room when they arrived. During an interview with the resident's family member on 8/21/18 at 2:30 PM, she stated she received a call from the resident on 3/24/18 and he reported staff gave him chicken for the noon meal and he didn't eat it and she called the facility to report it. She further stated when the resident had a low blood sugar, his blood sugar dropped fast and she had to administer Glucagon on several occasions. During an interview with the DON on 8/30/18 at 5:00 PM she stated she had been working in her office and called to the resident's room. Resident # 376 was a full code' so they moved him to the floor and she instructed staff to begin CPR. She stated she could see peanut butter sandwich in his mouth, only in the corner, and she flipped it out. The resident's airway was not blocked and no Heimlich maneuver required. The emergency medical team came and took over CPR. The DON also stated the expectation for staff to check the parameters for the blood sugar and notify the doctor and follow further instructions. She stated nursing staff did not have the authority to hold drugs or insulin. If the resident is not symptomatic, staff should check the blood sugar again in 15 minutes. Review of the Policy and Procedure titled Change of Condition or Status dated May 2017 directed staff to do the following: a, Physician Notification: If resident has critical			

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	situation/change, an eInteract resident change in condition assessment should be completed before calling the medical doctor (unless life threatening then call 911 and then ER and physician). Complete the eInteract transfer form and send with the resident. If a non-life threatening change in condition, complete the resident change in condition assessment and call the doctor. b. Dramatic fluctuation of diabetic status (i.e. blood glucose levels, level of consciousness, etc.) should result in immediate contact with the resident's physician. During an interview with the resident's physician on 9/24/18 at 5:50 PM he stated the diagnosis of lactic acidosis could have been due to the low blood sugar. He also sated he would have expected the facility to call and notify him of the resident's low blood sugar. He further felt the facility should have been more active, assist and follow up with the resident. 2. According to the MDS assessment dated 6/5/18, Resident #22 had diagnoses that included anemia, neurogenic bladder, diabetes mellitus, arthritis, depression and spinal stenosis. The MDS identified the resident had a BIMS (brief interview for mental status) score of 13 which indicated intact cognition. Resident #22 required the assistance of one with bed mobility, transfers, dressing and toilet use. The care plan dated 8/8/18 directed staff to change his suprapubic catheter as ordered and monitor for redness and signs and symptoms of infection and if			

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	noted tell the nurse. Review of the Braden Scale dated 8/8/18 revealed the resident's score of 16 which indicated the resident as at risk for pressure ulcer development. Review of the History and Physical dated 8/3/18 revealed the resident's suprapubic catheter had a significant erythematous changes around the area. The resident's buttocks had significant red, erythematous areas and felt warm to touch. The resident also had a few areas of breakdown. The resident had likely cellulitis around the suprapubic catheter insertion site as well as cellulitis on his buttocks. Review of the Ostomy/Wound Progress Note dated 8/6/18 revealed the resident had shear injuries on the right lower sacrum measuring 2 cm (centimeter) by 2.5 cm with red tissue base and coccyx which measured 1 cm by 4 cm with pink tissue base. The resident's bottom quite erythemic, rashy. Review of the Hospital Discharge Instruction Sheet dated 8/8/18 revealed the following orders: a. Sacrum and coccyx: Cleanse with normal saline, apply Venelex ointment to open areas on right sacrum and coccyx, cover with ABD dressing. b. Groin: Apply Miconazole cream and microguard powder to red areas of groin. c. Vancomycin 1 gram/250 ml IV (intravenously) for 10 days. d. Cefepime 2 grams every 12 hours IV for 10 days.			

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	Review of the TAR (treatment administration record) dated 8/1/18 through 8/31/18 revealed the orders for the sacrum and coccyx - cleanse with normal saline and apply Venelex were not present on the treatment record. Review of the Progress Notes dated 8/6/18 at 7:35 AM revealed the DON received a phone call at approximately 2:10 PM on 8/3/18 from the resident's primary provider (PCP). The PCP voiced concern in relationship with the resident's buttock and suprapubic catheter site; both areas were draining and appeared to be infected. She stated that she felt confident the resident had not had peri care or briefs changed in 'several days' and no care provided to his surgical site since his return. The PCP planned to have the resident seen by the wound clinic following the appointment with her and they would follow up with the DON with the findings and plan. Observation on 8/15/18 at 8:20 AM revealed Staff R, CNA and Staff S, CNA assisted the resident with morning cares. The resident walked to the bed to lay down. Staff cleansed the resident's groin and peri area from the front position and turned him to the right side. Staff D, LPN (licensed practical nurse) then applied Venelex to the resident's buttocks. The entire buttocks had a dark reddish color and areas that appeared scabbed with scratches and 2 open areas. Staff D then applied antifungal powder to the resident's groin area. On 8/29/18 at 2 PM, the resident had an area on the left upper buttock with slight irritation and no open			

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areas.

During an interview with Staff D on 8/15/18 at 1:40 PM, she stated Resident #22 had peeling and scaling skin on the buttocks and he scratches the area a lot. She saw a reddened and flaky area but not scratches; the scratches are new. She also stated she did a wound sheet on Monday when the area had a scratch and not bleeding and she planned one for today. She stated she did not complete a saline wash and it had not been on the MAR. She stated the resident is going to the wound clinic and they will measure the area. She stated she had not seen the new area before.

During an interview with Staff O, CNA on 8/16/18 at 5:50 PM he stated he assisted Resident #22 to the bathroom 2 to 3 days prior to his hospitalization. The resident sat down and he saw bleeding on the resident's bottom. He called the nurse and they waited in the bathroom for her but she didn't come. Staff O then cleansed the area off and he saw open areas, the areas appeared red and puffy with yellow spots. After he cleansed the area, he applied house cream and a new brief and the resident sat down in the recliner. He further stated the area had been worse than he had seen before.

3. The MDS assessment dated 10/5/17 documented Resident #373 had diagnoses that included anemia, heart failure, hypertension, diabetes mellitus, anxiety, chronic obstructive pulmonary disease (COPD), respiratory failure and morbid obesity. The same MDS documented a BIMS score of 13 . Resident #373 showed independence with bed mobility, transfer,

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	walking, dressing, toilet use and personal hygiene and supervision with eating. The resident experienced no shortness of breath and did not use oxygen during the 14-day assessment period ending 10/5/17. The care plan problem initiated 5/14/13 identified the resident had restrictive lung disease with chronic hypoxemia (a low blood oxygen level) and gets short of breath easily. The care plan identified Resident #373 used oxygen and directed staff to check the resident's oxygen saturation levels as needed (PRN) and to notify the physician of any changes. Review of Progress Notes for Resident #373 revealed the following entries: a. On 10/3/17 at 2:20 PM the resident went to appointment to the cancer center and returned at 4:29 PM. b. On 10/6/17 at 12:15 PM the resident returned from an appointment with no new orders. The following Progress Notes entries were completed by Staff U, LPN on 10/7/17: a. At 10:30 AM, Staff U spoke with the resident's primary care provider (PCP) regarding the resident's complaints of cough and shortness of breath. The physician ordered Robitussin (a cough medication) 5 ml every 4 hours PRN and DuoNeb (an inhalation treatment) every 4 hours PRN for shortness of breath. b. 11:12 AM - Robitussin administered, effective at 12:03 PM. c. 11:20 AM - DuoNeb treatment administered, effective at 2:21 PM.			

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	d. 3:17 PM and 7:27 PM - Robitussin administered. e. 3:49 PM - DuoNeb administered. f. 7:30 PM - Staff U called the resident's PCP regarding her request to be sent to the emergency room for evaluation of shortness of breath and congestion. The on-call service could not reach the PCP and would have doctor call back. g. 7:39 PM - DuoNeb administered. h. 9:12 PM - The resident's PCP returned the call and ordered Resident #373 to be sent to the emergency room and Staff U informed the resident of this. i. 9:55 PM - A Death Note: Resident #373 expired during transport attempt in the ambulance and all assessments performed by the EMT's. The family was notified at 10:01 PM and unit manager notified at 10:00 PM. Staff failed to conduct a physical assessment of Resident #373, despite her deteriorating condition. Review of the Ambulance report of 10/7/17 revealed the following information: ALS (advanced life support) dispatched with the chief complaint that nursing staff reported Resident #373 had increased shortness of breath ongoing for the past couple of days. The resident was alert, with a distressed respiratory effort, crackles in the upper left and right lungs and absent lung sounds posteriorly in both lungs. Oxygen on at 5 LPM (liters per minute), normal carotid (neck) pulses bilaterally, a thready left radial (wrist) pulse and a weak right radial pulse. At 8:32 PM, the resident sat upright on the bed with her feet down and could speak full sentences. Resident			

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	#373 reported she had not felt well over the last couple of days and she cannot breathe. The nurse reported the resident is on oxygen at 5 LPM and her saturation rates are decreasing. At this time the resident's saturation level measured 83% (normal 90% or above) via nasal cannula oxygen delivery. The paramedic suggested they needed to get her on the cot due to her deteriorating status, the patient agreed to transport to the hospital and she could stand with the paramedic's assistance. The resident became winded. EMS assisted the resident to a Fowler's position (seated with torso elevated) and the resident fell backwards and yelling 'I can't breathe! Help me!' EMS staff placed oxygen on the resident at 15 LPM per a non-rebreather mask. The resident appeared pale with cyanosis around her lips. At 8:42 PM, the patient transported to the back of the ambulance, with open eyes to verbal cues. The EMS documented CPAP (continuous positive pressure airway pressure) provided at 11 centimeters (cm). Resident #373 went into respiratory arrest but still had a pulse. At 8:48 PM, the paramedics removed the CPAP and applied a BVM (bag valve mask) with 100% oxygen and an oropharyngeal airway and bagged the resident at 10-12 BPM (breaths per minute). The cardiac monitor noted the resident in asystole (no heart beat) and the paramedics initiated CPR; the patient continued to be in cardiac arrest. Resuscitation efforts continued until 9:58 PM, when paramedics spoke with EMS Medical Director who ordered to terminate CPR and divert the patient to a morgue or funeral home. At 10:05 PM, the paramedic and EMT re-entered the facility to provide support to nursing staff for their loss.			

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Facility Address/City/State/Zip: 1800 Indian Hills Drive Sioux City, IA 51104	**MW/SS**			
Rule or Code Section	**Nature of Violation**	**Class**	**Fine Amount**	**Correction date**
	During interview on 8/16/18 at 2:16 PM Staff U stated she worked 6 AM-10 PM (16 hours) on 10/7/17 and was responsible for Resident #373. She stated she contacted the resident's physician in the morning regarding her complaints of cough and shortness of breath and received orders for cough medication and inhalation breathing treatments. Staff U stated she did not do assessments of the resident's status because she was so busy and did not have time but she did check on the resident on and off. Staff U stated the first administered doses of the cough medication and breathing treatments were effective, but the second administered doses were not effective for the resident. Resident #373 told her she did not feel right. Staff U said the resident had COPD and did not look any worse than usual, but then stated the resident looked like she was sick and sounded junky and rattly, but other staff told her the resident always looked sick. Staff U stated that she was not familiar with the resident and she sought direction from Staff B, RN/Nurse Manager. Staff U stated Staff B told her not to send Resident #373 to the hospital as she had to have approval to do so and stated that she was told exactly what to do at every turn by Staff B, but she felt it could have gone differently. Staff U described the resident O2 dependent and that she begged to be sent to the hospital. Staff U stated she called the physician for an order to send the resident to the hospital and Staff B finally told her to call an ambulance. Staff U stated she told the resident relaxed when informed she would be going to the hospital and was alert when the ambulance arrived.			

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	She felt the ambulance personnel removal the resident's oxygen in order for her to transfer to the gurney as reason the reason she became very short of breath and went downhill quickly. Staff U stated she was very upset the resident expired as she felt the resident should have gone to the hospital sooner, but Staff B directed her not to send her. Staff U stated she felt "waterlogged" at work and did not have time to fully assess the resident and to document her findings During interview on 8/16/18 at 5:05 PM, Staff R CNA stated he worked the resident's hall for the 2-10 PM shift on 10/7/17. He said the resident acted a little more lethargic than usual and did not verbalize as much. He stated she was a private person, pretty independent and liked to stay in her room. The resident could make her own decisions. During interview on 8/17/18 at 3:30 PM, Staff EE CNA stated he worked with Resident #373 on the day she died. He described her as a private person that kept to herself. He stated the resident did not feel well and recalled she asked to go to the hospital a few times, with the nurse present at the times she requested to go. During interview on 8/21/18 at 1:30 PM, Staff B stated that she did not know there were changes with the resident's condition until it was dark outside. Staff U called her and she directed her to send the resident to the hospital via ambulance. She gave Staff U specific interventions to use for shortness of breath and adamantly denied that she told Staff U the resident			

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	could not go to the hospital. Staff B stated she came to the facility because Staff U acted hysterical. Staff B stated that nurses do not have to have approval of the facility to send residents to the hospital; they are instructed to trust their judgment and to do what they feel is needed. During interview on 8/31/18 at 8:45 AM the Assistant DON (ADON) stated that nurses may send residents to the hospital without a physician order if a resident requests to go and/or it is an emergency. Permission from facility management is not needed to send residents to the hospital. She would expect nurses to assess a resident's vital signs, lung sounds and oxygen saturation level, raise the resident's head of the bed with complaints of shortness of breath and to notify the physician of the resident's condition. She would also expect nurses to document the resident assessments. During interview on 9/5/18 at 3:13 PM, the resident's physician recalled a nurse contacting him regarding this resident. He could not specifically recall what the nurse related to him regarding the resident's condition. He would have expected the nurse to do vital signs, check lung sounds and oxygen saturation and to visit with the resident about his/her signs and symptoms and to contact him if anything further was needed. The physician stated that nurses can send patients to the hospital without an order and "certainly" send them if they are requesting to go and stated nurses in facilities "do that all the time". When asked if earlier medical intervention could have made a difference for			

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	this resident's outcome the physician replied "probably". The Certificate of Death for Resident #373 listed the immediate cause of death as acute respiratory failure for a duration of 8 hours. 4. The MDS assessment dated 5/27/18 documented Resident #374 had diagnoses that included cancer, hypertension, septicemia, diabetes mellitus, thyroid disorder, Non-Alzheimer's dementia, bipolar disorder and obesity. The same MDS documented a BIMS score of 12 which indicated moderately impaired memory and cognition. She required the assistance of 2 with bed mobility, transfer, wheelchair mobility, dressing, eating toileting and hygiene and bathing. The assessment documented she had the life expectancy of less than six months, utilized oxygen and received hospice services. The care plan problem dated 5/2/18 identified the resident re-admitted to the facility from the hospital with an IV line in the right arm for administration of IV antibiotics for treatment of an infected pressure ulcer on the sacral area. Another care plan problem dated 3/9/17 identified the resident requested full code status and identified the resident as her own decision maker with the goal for the resident to be comfortable and treated with respect by the staff. During interview on 8/14/18 at 2:45 PM Staff L, LPN stated she worked the 6 AM-2 PM shift on 5/11/18. As the resident sat in the common area in her wheelchair,			

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	she had a 'spell', could not speak and stared off into space. Staff L stated she recently started at the facility and was not really familiar with the resident but she felt she needed to call 911 and have the resident transported to the hospital. She spoke with Staff D, LPN regarding the resident and she also agreed the resident should be transported to the hospital. Staff L stated the DON yelled at her to hang up the phone in a very aggressive manner and told her she could handle the situation with the resident. The DON assessed the resident's vital signs, took Resident #374 to her room and transferred the resident to bed with maximum assistance of another staff member as the resident still not responsive. Staff L stated the DON tried to figure out what may be going on with the resident and the resident eventually regained consciousness. During interview on 8/16/18 at 10:10 AM Staff D stated she talked with the resident on the day of the incident and she did not seem to be acting right. She remembered she told Staff L she should call 911 as she thought the resident had a history of idiopathic (unknown reason) seizures. Staff L told her she had called the physician but Staff D told her she did not think there was time for that. Staff D stated another staff member went to summon the DON and Staff L went to the phone to call 911. She stated the DON told Staff L to hang up the phone and then staff transported the resident to her room. Staff D stated the facility has a new policy that directs that before calling a physician, hospital or ambulance staff should call the DON first unless it is 'super-emergent'.			

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	Review of the resident's clinical record revealed no documentation of the incident on 5/11/18. Staff L stated during interview on 8/14/18 at 2:45 PM the incident should have been documented in the resident's clinical record. 5. The MDS assessment dated 8/10/18 documented Resident #4 had diagnoses that included hip fracture, Non-Alzheimer's dementia, anxiety, depression and chronic lung disease. The same MDS documented a BIMS score of 9 which indicated moderate cognitive impairment. The resident required the assistance of two with transfers and the assistance of one with bed mobility, walking, dressing, toilet use and bathing. Resident #4 had no skin issues at the time of the assessment, had a pressure reducing device in bed and chair and received nutrition or hydration interventions to manage skin problems. The care plan problem initiated on 1/18/18 identified Resident #4 as at risk for skin breakdown due to the need for assistance with toilet use and hygiene and a history of incontinence. The care plan directed staff to monitor for any potential skin breakdown and nursing staff should observe the resident's skin at least weekly during bathing with the goal to prevent any kind of skin breakdown though a target date of 11/10/18. Observation on 8/14/18 at 10:00 AM with the Assistant DON (ADON) present revealed Staff M, CNA, assisted the resident with morning cares. Observation revealed the resident had an undated gauze dressing wrapped around her right lower leg above the ankle.			

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	Review of the resident's Physician Orders revealed no order for any treatment to the right lower leg. Review of the skin sheet book revealed no ongoing assessments for skin integrity issue for this resident. Observation on 8/15/18 at 12:15 PM with Staff DD, CMA, present revealed the resident had an undated gauze dressing wrapped around the right lower leg above the ankle. Upon request, Staff D observed the dressing on the resident's ankle and removed it at 2:00 PM. Observation revealed a circular area, brown in color, with a 2" x 2" brittle inner dressing adhered to this area. Staff D stated she did not know what type of dressing it was, but she would check the resident's orders and return. At 2:15 PM, Staff D returned to the resident's room accompanied by the nurse consultant. The nurse consultant repeatedly soaked the brittle dressing with a sterile saline solution until it could be removed. The open area measured 2.4 cm x 1.0 cm with a small amount of serosanguineous drainage, shiny in appearance with dry flaky skin on the outside edges. The nurse consultant placed a piece of Vaseline gauze dressing over the area and covered it with an Optifoam Gentle adhesive dressing and dated it. Observation at this time also revealed the resident had 2 steri-strips present on the outer aspect of the right knee. The nurse consultant soaked them off with normal saline solution and applied two 1/4" steri-strips to the areas. The Skin Condition Report (non-decub) initiated by Staff D on 8/15/18 documented the right shin area			

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	measured 2.1 cm x 1.0 cm and documented the treatment ordered as oil emulsion dressing covered with a bordered Mepilex dressing every other day and PRN (as needed) until healed. During interview on 8/15/18 at 3:10 PM, Staff D stated she faxed the Skin Condition Report to the resident's physician and the treatment order on the sheet had not technically been ordered yet but when the physician responded, it would be added to the resident's Treatment Administration Record (TAR). During interview on 8/16/18 at 5:30 PM, Staff N, CNA, stated she often bathed Resident #4 and recalled she bathed the resident 2 times in the last week. She stated Resident #4 had had some sort of dressing on her right lower leg on and off for some time and she places a garbage bag over the dressing when she bathes the resident. She stated she does not mark the area on the Bath Sheet which is given to the charge nurses after each completed bath because the nurse must already know because there is a dressing on it. Observation on 8/24/18 at 11:39 AM revealed the dressing above the resident's right ankle dated 8/15/18. Review of the TAR revealed no order for treatment to this area yet received and the Skin Condition Report for this area no updated since completed 8/15/18. The Daisy Lane Skin Assessment schedule indicated the resident's skin condition assessments assigned for completion on the evening shift on Thursdays (8/23/18). The surveyor notified the nursing consultant of the lack of follow-up from the physician as well as the failure to re-assess this skin			

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	area as assigned on 8/23/18. 6. The MDS assessment dated 6/13/18 documented Resident #425 had diagnoses that included hypertension, anxiety, osteoarthritis, edema and repeated falls. The same MDS documented a BIMS score of 15. The resident displayed independence with activities of daily living except eating, which required supervision. Resident #475 used a walker for ambulation and had no falls since the last assessment. The care plan initiated on 5/26/17 identified the resident as independent with ambulation and at risk for falls. Review of the Progress Notes for Resident #425 revealed the following: a. An entry created 8/21/18 at 6:30 PM by Staff C, Registered Nurse, documented the resident's legs weakened while standing in front of the closet and she went to the floor. The resident struck her left lower extremity on the door frame as she turned to go back to her chair. Her left lower ankle looked blue in color and swollen but she did not complain of any other issues. Staff C elevated the resident's leg and applied ice. An entry created 8/22/18 at 8:06 AM documented this incident actually occurred 8/18/18 (Saturday). b. An entry created 8/21/18 at 7:58 PM by Staff C for the effective date (of actual occurrence) on 8/18/18 at 7:11 AM which documented the resident's son came to visit in the morning of 8/19/18 (Sunday). The nurse			

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	documented she checked on the resident and asked her how she felt. The resident replied she did not know. The left lower leg swelling had subsided and she had no more bruising than the previous night. Staff C documented she asked the resident's son to ask how she felt about going to the emergency room. The son reported later Resident # 425 got up with assistance and they should wait a day or so and see how she did before going to the emergency room. A late entry completed by Staff L, LPN for the effective date of 8/20/18 at 4:05 PM documented the resident's physician office called and asked how the resident should be transported from the office to the emergency room. An untimed administration note completed by Staff A, RN documented the resident admitted to the hospital on 8/20/18. During interview on 8/23/18 at 3:22 PM Staff C stated she worked a 16 hour shift on Saturday 8/18/18 and an 8 hour shift 8/19/18 and assigned to care for Resident #425. She stated on 8/18 between around 7:00 AM-7:30 AM the resident had been found laying on the floor on her back and they noted her lower leg was swollen with scattered light blue bruising below the knee to mid-calf. Staff C stated she completed range of motion to the resident's arms and right leg as much as the resident would allow but did not do range of motion to the left leg as she could tell the leg caused the resident pain. Staff C said she asked the resident if she wanted to go to the emergency room but the			

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	resident was indecisive about it. Staff C stated at the time of the incident she completed an incident report and placed it in the basket to be delivered to the DON. Staff C did not document in the resident Progress Notes until 8/21/18 and facility staff contacted her because she had not completed documentation correctly; she had been really busy on 8/18/18. She stated there is a stack of forms to be completed when someone falls so she completed the paper incident report correctly and placed it in the DON's box. Staff C stated she did not call the physician or the on-call representative at the time of the fall as the resident could not decide if she wanted to go to the emergency room. Staff C reviewed the Skin Condition Report (non-decub) completed by her on 8/18/18; she stated this is the form she faxed to the physician's office as notification of the fall. The report documented the facsimile sent 8/19/18 at 9:09 PM. During interview on 8/23/18 at 3:57 PM Staff A stated she worked 6 AM-2 PM on 8/20/18 and she made a doctor's appointment for the resident because she complained of pain, had difficulty bearing weight and had a significant bluish bruise on the left lower leg. Staff A held her hands out approximately 7-10 inches to illustrate the size of the bruise. Staff A stated she did not chart any assessment, etc. of the resident. The hospital History & Physical dated 8/20/18 documented the resident's left lower extremity as edematous and bruised and externally rotated and shortened. The ED (emergency department) Physician Notes dated 8/20/18 documented the			

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	resident had both knee joints replaced and had a left femur fracture on 12/12/11 and listed the current diagnoses of fracture of the left proximal fibula and peri-prosthetic (around the knee replacement) fracture of the proximal tibia and the resident admitted to the hospital. During interview on 9/11/18 at 4:33 PM the resident's physician stated she would have expected the facility to notify her, or her on-call designee, of the fall with injury, regardless of whether or not the resident wished to go to the emergency room. She stated the resident had signs of injury at the time of the fall which required follow-up assessments and she would have expected nurses to document them as well. 7. The MDS assessment dated 8/7/18 documented Resident #62 had diagnoses that included diabetes mellitus, multiple sclerosis, seizure disorder, anxiety, depression and chronic lung disease. The MDS documented she required the assistance of one with bed mobility, transfers walking, and personal hygiene. The resident admitted to the facility with surgical wounds. The care plan dated 6/29/18 documented the resident admitted to the facility with a non healing surgical wound to the right upper chest, an abrasion to the left knee and an abrasion to the left hand. The care plan instructed nursing to examine the resident's skin weekly. A Skin Condition Report (Non-pressure) dated 7/10/18 documented a 4 x 2.3 centimeters (cm) scabbed area			

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	to the resident's left knee. The clinical record lacked any further assessments A Skin Condition Report (Non-pressure) dated 7/10/18 documented 3 scabbed areas to the resident's left hand that measured 3 x 2 cm, 2 x 2 cm and 2 x 1 cm. The clinical record lacked any further assessments. A Skin Condition Report (Non-pressure) dated 7/10/18 documented a wound to the right upper chest that measured 4.3 x 4.5 cm with a depth of .1 cm. The clinical record lacked any further assessments. 8. The MDS assessment dated 8/1/18 documented Resident #68 had diagnoses that included anemia, heart failure, hypertension, diabetes mellitus, high cholesterol, depression, chronic lung disease, pneumonia and end stage renal disease. The MDS documented the resident required dialysis. The MDS documented the resident as risk for pressure ulcers but none recorded at the time period for the MDS however the resident had a surgical wound. The MDS documented the resident scored 15 out of 15 on the Brief Interview for Mental Status indicating intact cognition. The care plan reviewed 8/13/18 listed the resident had an incision on the left upper thigh. A Skin Condition Report (Non-pressure) dated 7/21/18 documented Resident # 68 had a .4 x 1 cm surgical incision to the left upper thigh. The clinical record recorded no further assessments.			

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	During an interview on 8/16/18 at 10:30 a.m. the facility's nursing consultant stated she could not locate any further assessments. On 8/23/18, the facility abated the immediate jeopardy (IJ) situation when they provided inservice education to nursing personnel on providing complete assessments and interventions, specifically for residents with diabetes, respiratory infections and seizure activity. These findings lowered the IJ from a "K" severity level to an "E" with ongoing monitoring to ensure facility staff is following adequate assessments.			
58.11(3)	**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.* 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)			

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50.9(3)c	**481—50.9(135C) Criminal, dependent adult abuse, and child abuse record checks.** **50.9(3)** *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. *c. If a person being considered for employment has been convicted of a crime.* If a person being considered for employment in a facility has been convicted of a crime under a law of any state, the 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) Based on personnel file reviews, facility policy review and staff interview, the facility failed to provide dependent adult abuse training within 6 months of hire for 3 of 6 current employees sampled (Staff E, NN and K). Additionally the facility failed to secure an evaluation by the Department of Human Services (DHS) to determine if an employee with a criminal history could work in the facility for 1 of 6 current employees sampled (Staff E). The facility identified a census of 77. Findings include:	**II**	**$ 500**	**Upon Receipt**

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	1. The personnel file for Staff E documented hire as a certified nursing assistant (CNA) on 6/15/17. The personnel record contained a certificate which documented completion of dependent adult abuse training for mandatory reporters on 2/8/18, almost 8 months after hire. A Single Contact License & Background Check (SING) dated 6/8/17 documented a possible criminal history for Staff E and Form S dated 6/12/17 confirmed the criminal history. The facility failed to obtain DHS evaluation of Staff E's criminal history for clearance to work until 9/15/17. Review of the time sheet record for Staff E revealed she worked 52 days for a total of 391.5 hours from 6/15/17 to 9/14/17. 2. The personnel file for Staff NN, CNA documented a hire date of 5/17/17. A Certificate of Completion contained in the personnel file documented Staff NN did not complete dependent adult abuse training for mandatory reporters until 2/15/18, almost 9 months after hire. 3. The personnel file for Staff K, CNA documented a hire date of 6/7/17. A Certificate of Completion contained in the personnel file documented Staff K did not complete dependent adult abuse training for mandatory reporters until 7/30/18, more than 13 months after hire. During interview on 8/24/18 at 1:55 PM the Human Resources Director stated she failed to assure all staff receive dependent adult abuse training within 6			

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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).

Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **6859**				**Date:** **October 4, 2018**
Facility Name: **Touchstone Healthcare Community**		**Survey Dates:** **August 13 to September 26, 2018**		
Facility Address/City/State/Zip: **1800 Indian Hills Drive** **Sioux City, IA 51104**	**MW/SS**			

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	months of hire. The Abuse Prevention Plan-Iowa revised October, 2017 directed the following: A. Screening: 2. For all potential employees and contracted workings: (1) After a conditional offer BUT before an employee starts working, the facility must obtain criminal background checks from the Department of Public Safety and abuse checks from the DHS. B. Training: 1. Complete two hours of training relating to the identification and reporting dependent adult abuse within six months of initial employment (or self-employment) **Facility Response:**			

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Facility Administrator Date

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