

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

Citation Number: 6857		Date: September 27, 2018		
Facility Name: Glen Haven Home		Survey Dates: September 10 – September 13, 2018		
Facility Address/City/State/Zip: 302 Sixth Avenue Glenwood, IA 51534		MW/SS		
Rule or Code Section	Nature of Violation	Class I	Fine Amount \$9600 (trebled) {Held in suspension}	Correction date Upon receipt

<u>58.28(3)e</u>	<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. e. Each resident shall receive adequate supervision to protect against hazards from self, others, or elements in the environment. (I, II, III)</p> <p>Based on clinical record review, staff interviews and review of facility orientation guidelines and staffing education, the facility failed to prevent a fall for 1 of 2 residents reviewed for falls (Resident #54). The fall resulted in a fracture to the base of Resident #54's left second toe. The resident complained of dizziness right before staff assisted her to the commode, had a high risk for falls and was left unattended on the commode. The facility reported a census of 57 residents.</p> <p>Findings include:</p> <p>According to the Minimum Data Set (MDS) assessment dated 8/20/18, Resident #54 had a Brief Interview of Mental Status (BIMS) score of 13, indicating no cognitive or memory impairment. The MDS listed Resident #54 required the assistance of one staff for bed mobility, transfers, and toilet use and had occasional incontinence of urine and frequent incontinence of bowel. The MDS listed the following diagnoses for Resident #54: Parkinson's disease,</p>			
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	<p>anemia, and hypertension. The recorded Resident #54 fell twice with non major injuries since admission or the previous assessment.</p> <p>Review of the care plan revealed Resident #54 required assistance with dressing/undressing of one person. The care plan recorded that at times she will not wait for assistance and transfer herself from the bed and/or wheelchair or vice versa making her a risk for falls. The care plan listed the following interventions: soft touch call light started on 9/11/18, commode height reviewed and updated as needed to suit resident's height started on 9/10/18, non-skid strips placed in front of bedside commode started on 9/10/18, keep her wheelchair next to her bed with the brakes locked started on 9/4/18, non-skid strips next to her bed started on 8/29/18, encourage the resident to use gripper socks or non-skid footwear when walking started on 8/26/18 and she is OK with supervision while in the bathroom started on 5/25/18. Resident #54 had a history of dizziness, giddiness and weakness.</p> <p>Review of fall risk assessment dated 8/21/18 revealed Resident #54 scored a 21; a score of 10 or higher represents a high risk for falls. A falls prevention program is listed as a referral for this resident. A nurse's note at the bottom of the form reads: fall risk assessment completed with a score of 21. She is at risk due to her immobility, incontinence, Parkinson's, and hypertension diagnoses. She is on a diuretic and on several medications for her hypertension.</p>			
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	<p>A review of the EHR revealed the following progress notes:</p> <p>a. 8/14/18 at 9:28 AM - Resident #54 continued to complain of dizziness and continued to state that the PRN (as needed medication, Meclizine) does nothing. The resident felt awful and when asked what exactly is wrong, she stated everything.</p> <p>b. 8/16/18 at 10:22 PM - Resident #54 stated she felt horrible. Staff addressed the resident's dizziness and pain with PRN medications on this shift; both medications were ineffective.</p> <p>c. 8/21/18 at 12:47 PM - Quarterly Review: she needs assistance of one with transfers and toilet use. There have been times when she took herself to the bathroom. She frequently complains of dizziness and currently received 3 different medications for hypertension. The resident has had a significant drop in her blood pressure before receiving medication up to an hour after. Her primary physician wanted for her to see a cardiologist, but the family does not think it is necessary. She could put her light on and ask for assistance.</p> <p>d. 8/21/18 at 10:23 PM - Resident #54 received PRN medication for complaints of dizziness (Ativert) and the medication was not effective.</p> <p>e. 8/23/18 at 9:58 PM - She continued to be dizzy constantly; medication not effective.</p> <p>f. 8/25/18 at 9:49 PM - Resident #54 got up for about 30 minutes before wanting to be laid back down in her</p>			
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	<p>bed. Her blood pressure measured 180/78, she complained of being unbearably dizzy. Staff administered a PRN medication and it was not effective.</p> <p>g. 8/26/18 at 10:23 PM - At 5:00 AM, a CNA (certified nursing assistant) paged for a nurse who noted Resident #54 sitting on the bathroom floor, with her knees bent and head and shoulder leaning against the wall. A CMA (certified medication aide) stated Resident #54 tripped over her walker and she lowered Resident #54 to the floor.</p> <p>h. 8/28/18 at 10:35 PM - Resident #54 ate her dessert for supper and wanted to be put back into her bed immediately; she would have no oral care completed or to use the bathroom. Staff administered a PRN medication for dizziness and two Tylenol for pain.</p> <p>i. 8/29/18 at 3:33 AM - Staff witnessed Resident #54 falling to the floor as she entered the room. Resident #54 landed on her right side and hit her head on the floor, resulting in a half-dollar sized bump on the side of her head.</p> <p>j. 8/29/18 at 9:19 AM - Resident #54 complained of dizziness per her normal; staff administered PRN Meclizine but is not effective. This had been discussed multiple times with family as well as physician.</p> <p>k. 9/1/18 at 12:35 AM - A CNA reported she observed Resident #54 on her knees with her head in the seat of her wheelchair and yelling for help. Staff noted no injuries.</p> <p>l. 9/4/18 at 10:08 PM Resident #54 would not put forth any effort in helping staff with transfers; she required</p>				
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	<p>total assistance from two with a gait belt. Two staff had difficulty transferring the resident into her wheelchair to be taken to the restroom or out to eat in the dining hall, because of her lack of any effort to help with transfers.</p> <p>m. 9/7/18 at 10:45 - While walking past the resident's room, staff heard a noise, looked inside and found Resident #54 on the floor with her head under the sink and feet at the toilet. She had her brief pulled up but her pants were still down. Resident #54 had been educated beforehand when placing her on the toilet, to hit the red button on her call light. When found, Resident #54 lay on the floor, holding her head and smiling. The resident stated 'I guess you didn't get here fast enough'.</p> <p>n. 9/8/18 at 5:24 AM - Staff H RN (Registered Nurse) and Staff G LPN (Licensed Practical Nurse) were called into Resident #54's room by Staff I CNA. Upon entering the room, staff witnessed Resident #54 lying on the floor on her back. Staff I stated that Resident #54 was sitting on the bedside commode, stood up and fell forward onto the floor and hitting her head. Resident #52 had a 4.5 centimeter (cm) in diameter hematoma to her left lateral forehead and a 4 cm skin tear to the back of her left hand. Staff applied a cold pack to her head, cleansed the skin tear and applied 6 steri-strips, Telfa and Kerlix secured with tape. Resident #54 was awake and alert, with her pupils active and reactive to light and equal hand grasps, range of motion within normal limits and no abnormalities no rotation noted. All proper notifications made, intervention implemented: Education to CNA.</p>			
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	<p>o. 9/8/18 at 9:00 AM - Resident #54 complained of pain to her left foot with weight bearing. Staff noted swelling to her left foot, tender with inversion. Resident #54 could flex and dorsiflex her foot without pain. Staff received an order for an X-ray of her left foot and ankle.</p> <p>p. 9/8/18 at 11:30 AM - Staff re-assessed the resident's pain level. She denied pain and rested in bed. Staff noted decreased swelling in left foot and waited for the X-ray to be completed.</p> <p>q. 9/8/18 at 5:00 PM - X-ray results recorded a fracture base of left second metatarsal (the long bone to the top of foot). Staff received an order to transfer resident to the emergency room.</p> <p>r. 9/8/18 at 10:05 PM - Staff received a call from the emergency room nurse; they are sending her back to the facility. Resident #54 had a head CT scan that was negative. Resident #54 would return with a post-surgical boot to her left foot. She is minimal weight bearing and can transfer. Resident #54 should remain minimal weight bearing until follow up appointment.</p> <p>s. 9/8/18 at 10:45 PM - Resident #54 arrived back to facility around 9:20 PM.</p> <p>t. 9/12/18 at 10:09 AM - Resident #54 showed increased weakness and lethargy and her neurological assessment fell within normal limits. Resident #54 will verbally respond when she chooses to and complained of dizziness but this is per her normal. As needed (PRN) Meclizine is not effective when used and resident does not wish to have it at this time when asked. Staff assisted her using two person assist and</p>			
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	<p>a pivot transfer with use of a gait belt.</p> <p>The Radiology Report of 9/8/18 documented Resident #54 had a fracture involving the base of the left second metatarsal (the long bone on the top of a foot) with modest displacement.</p> <p>Review of Event Reports revealed the following falls for Resident #54:</p> <ul style="list-style-type: none"> a. 8/26/18 at 5:00 AM - Staff found her on the bathroom floor without the proper footwear on. b. 8/29/18 at 11:55 PM - She fell in her room; the resident did not want to wait for assistance and did not wear gripper socks. c. 9/1/18 at 12:35 AM - Resident #54 did not use her call light to ask for help to the bathroom. d. 9/7/18 at 5:45 PM - She did not use her call light to ask for assistance. e. 9/8/18 at 4:00 AM - Resident #54 attempted to stand up from the commode and fell forward <p>Video footage viewed on 9/8/18 with the Administrator and DON present revealed the following:</p> <ul style="list-style-type: none"> a. 9/8/18 at 3:49 AM - Staff I entered Resident #54's room and left at 3:54 AM. b. 9/8/18 at 4:01 AM - Staff I entered Resident #54's room and left at 4:02 AM. c. 9/8/18 at 4:03 AM - Staff I entered Resident #54's room. d. 9/8/18 at 4:05 AM - Staff G and H entered Resident #54's room. 				
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	<p>During an interview on 9/11/18 at 2:30 PM, Staff I stated Resident #54's call light went off, she answered it and the resident stated she needed to go to the bathroom. With a gait belt, she transferred her to the commode. Staff I stated she heard another resident yell for help, so she told Resident #54 that she would be right back. When she returned Resident #54 was on the floor. Staff I stated Resident #54 wore a gait belt, secured under her breasts and outside of her shirt. Staff I stated Resident #54 has been having dizzy spells where she will grab right above her eyes and state she is light headed and dizzy. When asked if Resident #54 was dizzy the morning she fell, Staff I stated she said the resident stated she felt dizzy before Staff I got her on the commode. Staff I stated she was maybe out of the room for 2-3 minutes and the commode was positioned next to the bed so she could do a stand and pivot transfer with her. Staff I stated Resident #54 did not have care plan directions for supervision while on the commode. Staff I stated she found Resident #54 face down on the ground. Once she entered the room and found Resident #54 on the floor, she panicked then called for the nurses on her walkie talkie. When asked if there was anything she could have done different, she stated she should have called someone else to go help the other resident that yelled for help.</p> <p>During interview on 9/11/18 at 2:50 PM, Staff H RN stated she received a page about 4:00 AM to go</p>			
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	<p>downstairs. She walked into Resident #54's room and the resident lay on her back on the floor with a goose egg on the left side of her head. Staff H stated Resident #54 has a history of self-transferring. Staff H stated staff is to be in the room with Resident #54 if she is on the toilet or commode because she is at high risk for falls. Staff H stated Staff I told her that she went to help another resident calling out for help and when she returned she found Resident #54 on the floor. Staff H stated Resident #54 had a gait belt on.</p> <p>During interview on 9/11/18 at 3:50 PM, Staff G LPN stated she got a page from Staff I to come to Resident #54's room. When she arrived with Staff H, she noted Resident #54 on the floor on her back. When she looked, Resident #54 had a raised area on her left forehead and a skin tear on her left hand.</p> <p>During interview on 9/11/18 at 4:20 PM, when asked to see the fall prevention program listed on the incident (event) report sheet, the Director of Nursing (DON) stated they do not utilize that anymore. They would rather come up with individual interventions rather than utilize a program that gives generic interventions.</p> <p>During interview on 9/12/18 at 8:50 AM, Staff F LPN stated Resident #54 complained of dizziness for a long time. Her primary doctor knows about these dizzy episodes and had requested a cardiology consult but the family did not want to move forward. Staff F stated Resident #54 just started using the commode recently.</p>			
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	<p>When Staff F assists Resident #54 to the toilet, she always stays with her because of her frequent falls and complaints of being dizzy.</p> <p>During interview on 9/12/18 at 9:00 AM, when asked what the facility does for residents deemed at high risk for falls, the DON stated they make sure the slip strips are in place, Resident #54 has gripper socks, the wheelchair is kept next to her bed with the brakes locked and non-slip footwear is being utilized when ambulating. She stated after the fall they started to utilize a soft touch call light. When asked what interventions need to be in place due to Resident #54 not wanting to wait for help, she stated they are trying to keep the environment safe for her as staff cannot be in everyone's rooms when they are in the bathroom. When asked what she would do if a resident felt dizzy and on the toilet, she stated she can put on the care plan not to leave her but it would be unrealistic for staff to stay when there are other demented residents that need help. She stated this would be setting her staff up to not follow care plans. The DON was given a scenario of a resident complaining of being dizzy but needing to use the toilet and asked if she would put that resident on the toilet and leave, she diverted back to not wanting to put on the care plan for Resident #54 to be supervised while on the toilet. It was then reiterated that if a resident was dizzy and needed the bathroom, would she put them on the toilet and leave knowing they were dizzy? The DON stated she would not leave the resident alone and would call for</p>				
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	<p>assistance if she needed to leave the room. When asked of the education given to Staff I after Resident #54 fell, she stated Staff I received education on the use of the walkie talkies to get help when assisting another resident.</p> <p>During interview on 9/12/18 at 11:00 AM with Staff J CMA/CNA stated she always worked downstairs. When working with Resident #54 she stated she always stays in the room with her while she is on the toilet or commodes because she will self-transfer. Staff J stated Resident #54 likes her privacy so she will stay in the room and pull the privacy curtain or shut the bathroom door. Staff J stated Resident #54 will push her call light and if staff is not there within seconds, she will get up on her own. When asked what she would do if she was in the room with Resident #54 and another resident called out for help, she stated she would get on her walkie talkie and ask for assistance. Staff J stated Resident #54 complains about being dizzy a lot and has been for a while now.</p> <p>During interview on 9/12/18 at 2:34 PM, Staff L CNA stated about two weeks ago, Resident #54 required the assistance of 2 staff and a gait belt for transfers. Staff L stated he stays in the room when Resident #54 sits on the toilet or commode. When asked why he stays in the room, he stated because she has a high risk for falls and a tendency to lean forward when sitting up and that is when she falls.</p>			
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	<p>During interview on 9/12/18 at 2:45 PM, Staff K LPN stated Resident #54 required 1-2 staff for transfers for the last 2 weeks and had to be within sight of staff while up on the toilet or commode. Staff K stated in July she required 1 staff for transfers and that she used to complain of dizziness but not so much anymore.</p> <p>Review of education form with a date of 9/10/18 revealed the following: Education for fall and safety provided verbally on 9/10/18 via phone after interview regarding Resident #54's fall. In the future Staff I will contact a team member for assistance via walkie for another person to assist residents while assisting a person with a fall risk to the bathroom or the commode. Staff I agreed to this education via the phone and reported to the DON she would sign it on her next shift.</p> <p>Facility Response:</p>				
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