

Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: 6958		Date: 4/24/19		
Facility Name: Crestview Acres		Survey Dates: 3/5/19 to 3/20/19		
Facility Address/City/State/Zip 1485 Grand Marion, IA 52302	MW, JS			
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

56.12(135C) 58.20(2) 58.20(4)a	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	\$10, 000 (Held in Suspension)	Upon Receipt
	481—58.20(135C) Duties of health service supervisor. Every nursing facility shall have a health service supervisor who shall: 58.20(2) Plan for and direct the nursing care, services, treatments, procedures, and other services in order that each resident's needs and choices, where practicable, are met; (II, III) 58.20(4) Develop and implement a written health care plan in cooperation with, to the extent practicable, the resident, the resident's family or the resident's legal representative, and others in accordance with instructions of the attending physician as follows: a. The written health care plan, based on the			

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	<p>assessment and reassessment of the resident's health needs and choices, where practicable, is personalized for the individual resident and indicates care to be given, goals to be accomplished, and methods, approaches, and modifications necessary to achieve best results; (III)</p> <p>DESCRIPTION:</p> <p>Based on clinical record review, staff and resident interviews and observations the facility failed to initiate Cardiopulmonary Resuscitation (CPR) for 1 of 16 sampled residents who requested CPR (Resident #1). The facility reported a census of 85 residents.</p> <p>Findings include:</p> <p>The Minimum Data Set (MDS) dated 11/27/18 revealed Resident #1 had diagnoses of peripheral vascular disease, chronic lung disease, abnormal posture, non-pressure chronic ulcer of left thigh, opioid dependence and chronic pain.</p> <p>The MDS dated 11/27/18 revealed Resident #1 required extensive assistance of 1 staff for transfers, dressing, toilet use and utilized a wheelchair for mobility. Resident #1 had no cognitive impairments.</p>			

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	<p>Review of Resident #1's Care Plan revealed Resident #1 admitted to the facility on 5/15/18. The Care Plan failed to identify Resident #1's CPR wishes.</p> <p>Review of the clinical record on 3/5/19 at 2:00 p.m. revealed Resident #1's record failed to contain an IPOST (Iowa Physician Orders for Scope of Treatment) form. The IPOST form directed the health professionals of the resident's CPR wishes.</p> <p>Review of the physician's order sheet dated 1/31/19 revealed Resident #1 had a full code status (requested CPR) since 5/16/18.</p> <p>Review of a Progress Note dated 3/2/19 at 1:00 p.m. Staff J (Licensed Practical Nurse) documented she found Resident #1 in bed, breathless and without a pulse. She called the ambulance and attempted 3 times to contact the emergency person listed. The notes failed to include an assessment of the resident.</p> <p>During an interview on 3/5/19 at 9:00 a.m., Staff K (Provisional Administrator) stated this past weekend they found Resident #1 dead in his bed, he was cold and the staff did not start CPR as they should have. The staff called the ambulance</p>			

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	<p>but they should have started CPR while they were waiting for the ambulance. Staff K reported the staff failed to document the incident in the nurse's notes. Staff J called Staff K to tell her about Resident #1's death and she told the staff they should have started CPR.</p> <p>During an interview on 3/5/19 at 11:31 a.m., Staff J stated Resident #1 ate breakfast, took his pills around 9:00 a.m. then laid down in bed. At 1:00 p.m., Staff J took the resident's noon pills and lunch tray into the resident's room, when she walked in she loudly said the resident's name, the resident did not respond. Staff J indicated the resident's face appeared to be yellowish-gray in color. Staff J left the resident's room to check the code status but could not find the IPOST, stated she looked on the face sheet that indicated the resident requested CPR. Staff J did not start CPR but called Staff L (Licensed Practical Nurse). Staff J said to Staff L "don't you think we should start CPR?". Staff L responded he was already gone, he was pulseless and cold then directed Staff J to call the doctor. Staff J stated she placed a call to the physician, and then called the area ambulance. Staff J informed the ambulance dispatch the resident was a full code. The ambulance arrived quickly to the scene. Staff J stated she never initiated CPR but she just knew she should have.</p>			

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	<p>During a second interview with Staff J (Licensed Practical Nurse) on 3/7/19 at 9:10 a.m., Staff J stated she had a lapse in judgement and knew she should have started CPR on Resident #1. She indicated she did not know his code status and could not find the IPOST. Staff J stated the only place to find a resident's code status was on the IPOST. Staff J indicated the time lapse from when she first discovered the resident deceased and when she called the ambulance was approximately 15-20 minutes.</p> <p>During an interview on 3/5/19 at 9:45 a.m. Staff L (Licensed Practical Nurse) reported he received a call from Staff J at approximately 1-1:15 p.m. telling Staff L she just found Resident #1 dead. Staff L entered the resident's room and noted the resident yellow and pale in color, without pulse and respirations and cool to touch. Staff L indicated about 15 minutes after arriving to the 400 Hall Staff J informed him the resident is a full code and asked what they should do. At that point Staff L indicated he did not know what to do but knew the resident is already gone, Staff L indicated neither of them knew what to do at that point. Staff L did not chart anything about the incident and assumed Staff J would document. Staff L stated Staff J did not know Resident #1's code status at time of incident.</p>			

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	<p>During an interview on 3/5/19 at 1:40 p.m., Staff Q (Nurse Aide) reported she worked with Resident #1 on 3/2/19 on day shift. She stated in the morning the resident was sleepy. She peeked on him through the morning but the resident took care of own needs and would rarely use call light. Staff J entered the resident's room and returned to nurse's station and called staff to assist her. Staff J informed Staff Q that the resident passed away. She entered the resident's room and found his eyes partially open, his hand on wheelchair, he was lying flat in bed. Staff Q touched the resident and noted he did not feel cool to the touch but did not have respirations. Staff Q indicated the ambulance arrived but does not know the time.</p> <p>During an interview on 3/5/19 at 1:51 p.m. Staff R (Nurse Aide) stated she last saw Resident #1 at 10:00 a.m. Staff J paged Staff Q and Staff R and told them Resident #1 died and that she had EMS on the way.</p> <p>Review of the pre-hospital care report summary (ambulance report) revealed the medics received the initial call to the facility at 1:16 p.m. on 3/2/19 for a patient who is not breathing and not conscious. The medics arrived to the scene at 1:22 p.m. Dispatch called the medics and cancel</p>			

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	<p>the call as the patient was "too far gone". The medics found Resident #1 without a pulse, unresponsive, cool to the touch. The staff were not performing CPR at the time the medics arrived. The medics noted Resident #1 had a full code status.</p> <p>During an interview on 3/5/19 at 11:15 a.m., Staff P (Director of Nurses) stated she could not locate the IPOST for Resident #1, stating it should have been in the clinical record. She indicated the resident experienced a hospitalization the week prior and wondered if maybe the hospital had the IPOST. Staff P reported when the staff transfer the resident to the hospital they send the IPOST. On 3/20/19, 15 days past the first request for a copy of the resident's IPOST, the facility continues to be unable to locate the IPOST.</p> <p>During an interview on 3/5/19 at 1:30 p.m., Staff K (Registered Nurse) stated if she found a resident without a pulse and breathless she would check the IPOST for their wishes and if resident requested CPR she would start CPR.</p> <p>During an interview on 3/5/19 at 1:00 p.m., Staff N (Licensed Practical Nurse) stated if she found a resident without a pulse and breathless, she would check the IPOST for their wishes and if resident requested CPR she would start CPR.</p>			

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	<p>During an interview on 3/5/19 at 11:18 a.m., Resident #1's Primary Care Physician (PCP) stated he would have expected the staff to initiate CPR in accordance to the resident's wishes. The PCP stated he was called on 3/2/19 at 2:29 p.m. and informed of the resident's death but did not know the staff failed to initiate CPR in accordance to the resident's wishes.</p> <p>During an interview on 3/5/19 at 1:36 p.m., Staff O (Social Worker Designee) stated she completed an IPOST audit on 3/1/19 and noted that 5 current residents did not have an IPOST in their clinical record and could not locate them; the list did not include Resident #1.</p> <p>Observation/audit on 3/5/19 at 1:36 p.m. of all resident clinical records revealed 27 residents had an IPOST that indicated they requested CPR, 5 resident had conflicting information on their IPOST, 4 records had conflicting stickers in their charts which did not reflect their wishes, either full code or do not resuscitate and 3 resident's did not have an IPOST in their clinical record.</p> <p>Review of the facilities undated CPR policy it directed staff to initiate CPR on all patients, employees or visitors for who the intervention is</p>			

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	<p>indicated. CPR will be initiated by any member of the nursing department who has been trained in this procedure.</p> <p>On 3/6/18, the facility abated the immediate jeopardy. The facility provided CPR education to all staff, ensured all clinical records had a current IPOST and provided staff education to ensure the Social Worker completes an IPOST when each resident admits to the to the facility.</p> <p>FACILITY RESPONSE:</p>			
58.28(3)e	<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>DESCRIPTION:</p>	I	\$10,000 (Held in Suspension)	Upon Receipt

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	<p>Based on clinical record reviews, staff and resident interviews and observations the facility failed to provide supervision for 1 of 9 residents who utilized an electric wheelchair for 1 of 23 sampled (Resident #1). The facility reported a census of 85.</p> <p>1. According to the Minimum Data Set (MDS) dated 11/27/18, Resident #1 had diagnoses of included peripheral vascular disease, chronic lung disease, abnormal posture, non-pressure chronic ulcer of left thigh, opioid dependence, chronic pain and left above knee amputation. The resident required extensive assistance of 1 staff for transfers, dressing, toilet use and utilizes a wheelchair for mobility. Resident #1 had no cognitive impairments. The assessment revealed the resident experienced a recent fall.</p> <p>Review of Resident #1's care plan revealed the staff failed to document the resident utilized an electric wheelchair and failed to inform staff the resident could go out into the community in his electric wheelchair, unaccompanied by staff. The care plan failed to identify safety concerns with the use of the electric wheelchair. The care plan identified the resident had a moderate risk of falls related to balance/gait problems.</p>			

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	<p>Review of the progress notes from admission on 5/15/18-3/2/19 contained the following notes:</p> <ul style="list-style-type: none"> a. On 7/16/18, staff had to remind the resident to slow down in his electric wheelchair; he does not comply with request. b. On 7/18/18, Staff O-SSD contacted an outside agency to come to facility and turn down the resident's wheelchair speed. The resident has been educated, asked to slow down but does not comply. The resident runs his wheelchair into things and people. c. On 8/7/18, the staff noticed Resident #1 smelled of alcohol while using his electric wheelchair and experienced a fall from the electric wheelchair. The resident complained of rib pain and requested to go to a local emergency room. The notes revealed the resident went around a female peer, flipped over sideways out of the chair. d. On 8/11/18, the resident went out the smoking door without waiting for someone to hold the door open, the door closed, hitting his wheelchair and knocked him over the edge of the sidewalk, causing the resident to fall from his wheelchair onto landscaping rocks. The resident sustained scratches. 			

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	<p>e. On 8/28/18, the former Administrator and Therapy Director spoke to the resident about use of his electric wheelchair, as it is unsafe due to falls, non-compliance with safety education, running into and breaking equipment like other resident's walkers. The staff took the electric wheelchair from the resident and gave him a manual wheelchair. The staff told the resident they would reach out to the wheelchair clinic for support in obtaining his own personal electric wheelchair as the current electric wheelchair did not fit him right and was broken. They explained to the resident that it was unsafe to drive the electric wheelchair in the manner he did that he could injure himself or others.</p> <p>f. On 10/27/18, the electric wheelchair returned to the resident as he signed himself out against medical advice.</p> <p>g. On 11/9/18, the nurse responded to exit door 3, the staff found Resident #1 on the ground and the electric wheelchair on its side. The resident explained he ran off the sidewalk in his electric wheelchair while outside smoking. The resident refused an assessment for injuries.</p> <p>h. On 1/20/19, the resident was on his way in his electric wheelchair to the gas station 2 blocks</p>			

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	<p>from the facility, he tipped over sideways into the snow in his wheelchair on the way to the local gas station. Two bystanders picked up the resident and put him back into the wheelchair, they purchased his cigarettes he wanted and he returned to facility. Upon return, the resident went outside to smoke and refused to allow the staff to assess him for injuries.</p> <p>i. On 1/29/19, the staff reports the resident signs himself self out to go to the local gas station 2 blocks away. The Director of Nurses informed the resident after his last fall outside that he is not making safe choices. The D.O.N. notes the resident gets stuck outside on the ice and snow and going uphill but still chooses to smoke and make poor safety choices. The D.O.N. informed the resident she will be asking the physician for an order in the event of inclement weather the resident will be required to stay in the facility and only be out in the daylight hours.</p> <p>j. On 2/8/19, Staff L-LPN called to resident's room, he had fallen out of his wheelchair and onto floor. The staff noted the resident did not sustain any injuries.</p> <p>Review of the Accuweather website revealed the weather on 1/20/19 in Marion, Iowa had a high of 11 degrees and low of -4 degrees. The weather</p>			

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	<p>on 1/29/19 in Marion, Iowa had a high temperature of 2 degrees and low of -19 degrees; both of these temperatures were the actual temperatures, wind chill not factored in.</p> <p>Review of the Visitor sign-in sheet form revealed on 1/20/19 Resident #1 went by self to the gas station at 1:42 p.m. and returned at 2:06 p.m. Review of the sign-in sheet revealed the resident failed to sign self out on 1/29/19.</p> <p>During an interview on 3/5/19 at 11:18 a.m., Primary Care Physician stated he does not remember the staff asking him for an order to not allow Resident #1 to go outside to smoke in inclement weather or be outside in his electric wheelchair.</p> <p>During an interview with Staff EE-PTA on 3/12/19 at 2:30 p.m., the staff stated cognitively the resident could probably go out by himself but physically he was not able, he did not have the upper body strength to right himself in his wheelchair due to a leg amputation and could not stop the wheelchair from tipping over.</p> <p>During an interview on 3/5/19 at 11:31 a.m., Staff J (Licensed Practical Nurse) stated she was aware the resident had falls out of his electric wheelchair and the last incident she was aware of</p>			

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	<p>happened in February 2019, when we had a snowstorm. The staff stated the resident was okay to go on the public bus by himself but the problems happened when he took the electric wheelchair to the gas station, he was not very safe in his wheelchair.</p> <p>During an interview on 3/5/19 at 9:45 a.m., Staff L (Licensed Practical Nurse) stated the resident would leave the facility in his electric wheelchair to smoke. The resident would sign self out of the facility and would come back 3-4 hours later, he would go to Walmart or to restaurants. Staff L stated the resident would go outside the facility and get stuck in the snow; this would happen several times a day. The resident had a left above knee amputation, he would not wear a seat belt and would easily topple out of the wheelchair.</p> <p>During an interview on 3/19/19 at 9:00 a.m., Staff O (Social Service) stated the resident would frequently run into facility walls and they would have to be repaired by maintenance. The former Administrator handled the wheelchair safety issues and reported she actually took the electric wheelchair from the resident due to safety concerns but gave it back to him sometime in November 2018.</p> <p>Review of the Occupational Therapy Treatment</p>			

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	<p>Notes dated 10/2/18 indicated they reminded the resident that he would need to pass the electric wheelchair safety assessment with Occupational Therapy when/if he gets the electric wheelchair.</p> <p>During an interview on 3/5/19 at 11:00 a.m., the Provisional Administrator verified Resident #1 never had a wheelchair safety assessment completed.</p> <p>The Inclement Weather Policy dated 3/5/19 revealed a plan to maintain the safety and well being of residents during times of inclement weather. The policy stated smoking will not be allowed during inclement weather conditions as well. The policy stated a resident with a BIMS score of 11 or less will not be allowed to leave the facility unsupervised.</p> <p>FACILITY RESPONSE:</p>			

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58.19(2)b <p>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:</p> <p>58.19(2) Medication and treatment. <i>b.</i> Provision of the appropriate care and treatment of wounds, including pressure sores, to promote healing, prevent infection, and prevent new sores from developing; (I, II)</p> <p>DESCRIPTION: Based on clinical record review, staff and resident interviews, and observations the facility failed to prevent the development of pressure sores for 2 of 5 residents reviewed (Resident #4 and #14). The facility reported a census of 85 residents.</p> <p>Findings include:</p> <p>1. The Minimum Data Set (MDS) dated 2/4/19 revealed Resident #4 had diagnoses of heart failure, diabetes mellitus, psychotic disorder, anxiety and severe morbid obesity. The MDS revealed Resident #4 had no cognitive impairments.</p> <p>The MDS dated 2/4/19 revealed Resident #4 required total staff assistance with bed mobility and toilet use. The MDS revealed Resident #4 bedfast and had no skin conditions. The MDS documented a weight of 550 pounds.</p>	I	\$7,250 (Held in Suspension)	Upon Receipt	

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Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	<p>The Care Plan dated 8/3/18 revealed Resident #4 had potential/actual impaired skin integrity and stated the resident would not have any skin breakdown. The care plan informed the staff the resident does not want to be repositioned every 2 hours and to educate the resident on the risk of skin breakdown, assess for risk factors related to skin breakdown, keep skin clean and dry and to apply topical treatments as ordered.</p> <p>Review of the Braden Scale for Predicting Pressure Sore form revealed Resident #4 had an assessment completed on 9/25/18 and no further assessments completed after that.</p> <p>Observation on 3/7/19 at 11:40 a.m. revealed Resident #4 lying in bed on his right side, his legs were extended to the left of his body. Staff Z (Nurse Aide) and Staff AA (Agency Nurse Aide) prepared to do cares, Staff Z stated she still had not been in to provide any cares for the resident yet today because he does not like cares done. Observation revealed the resident laying on a wet sheet that exceeds his body size and a foul odor noted. Staff Z states he has a "discharge" from somewhere on his body. Staff Z states the resident always lays on his right side and yells out in pain when they attempt to do cares. Resident noted to have his right heel pressing against his left shin while lying in bed, both lower legs edematous.</p> <p>Observation on 3/7/19 at 12:20 p.m. revealed Staff Y (Registered Nurse/Skin Nurse) completed a head to</p>			

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Facility Administrator

Date

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Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

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	<p>toe skin assessment on Resident #4 at the request of the surveyor. Staff Y rolled Resident #4 to his right side. Resident #4 had feces dried to his buttocks. The bed sheet had a soiled area surrounding the residents entire body. Staff Y stated the resident has serous drainage from his skin, mixed with fungal skin infections that she felt was the source of the odor. Staff Y identified a pressure sore (Wound #1) to the left shin measuring 6 centimeters (cm) by 4.2 cm. Resident #4 complained of pain when repositioned. Staff Y acknowledged the left shin pressure area was a result of pressure from Resident #4's right heel.</p> <p>During an interview on 3/7/19 at 1:00 p.m., Staff Y stated she began her employment in August of 2018 and became the facility skin nurse in Dec. 2018. In January 2019, she was unable to complete any of her skin duties because she was pulled to work the floor and did not have time to assess the resident's skin conditions.</p> <p>During an interview on 3/8/19 at 10:00 a.m., the Director of Nurses (DON) stated Staff Y came to her and was upset and crying regarding the skin condition of Resident #4, she told the DON she did not know she needed to complete a skin sheet for new skin issues.</p> <p>During an interview on 3/8/19 at 1:48 p.m., Resident #4 stated he does refuse cares sometimes but not all the time. Resident #4 complained of pain to his left shin when the staff checked his skin over yesterday and reports he had neuropathy.</p>			

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Facility Administrator

Date

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	<p>During an interview on 3/8/19 at 1:20 p.m., Resident #4's Primary Care Physician (PCP) stated he advised the staff to turn the resident at least daily and recommended to place absorbent padding between the resident's skin layers to prevent skin on skin issues. The PCP does not agree that the resident will not allow cares and feels it is an excuse the facility is using. He believes the resident has elements of non-compliance but believes it is in the approach and believes they are not protecting his dignity. The PCP would expect the staff to assess each resident's skin weekly, especially if their skin is compromised.</p> <p>During an interview on 3/12/19 at 8:50 a.m., Resident #4's Hospice Nurse stated she informed the staff to keep trying to reposition Resident #4 every time she comes to the facility. He now has contractures of his lower extremities and this will cause him pain when they roll him from side to side. She stated the odor from his wounds/skin had worsened.</p> <p>Review of an undated Wound Care Process directs the nursing staff will complete a stop and watch form if they observe any new skin conditions and provide a copy to the charge nurse, the Administrator, the Director of Nurses, and the Unit Manager. The nurse will complete an assessment and document the assessment on the skin sheet. The Nurse Manager will complete skin rounds on any new and existing skin condition a resident may have.</p> <p>2. The MDS dated 11/27/18 revealed Resident #14</p>			

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Facility Administrator

Date

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	<p>had diagnoses of heart failure, peripheral vascular disease, diabetes mellitus, acute kidney failure. Resident #14 had no cognitive impairments.</p> <p>The MDS dated 11/27/19 revealed Resident #14 required extensive assistance of two staff with bed mobility, toilet use and personal hygiene. The MDS revealed Resident #14 at risk for pressure ulcer development and no current pressure ulcers.</p> <p>The Care Plan revised on 3/5/18 revealed Resident #14 had a potential for impaired skin integrity due to current health status and directed the staff to assist with repositioning, keep skin clean and dry, monitor skin for signs and symptoms of impairment and provide treatments as ordered.</p> <p>The Braden Scale for Predicting Pressure Sore Risk dated 12/5/18 revealed Resident #14 scored a "13". A score of 13 - 14 revealed a moderate risk.</p> <p>The Wound/Skin Healing Record sheets dated 10/20/18 revealed Resident #14 had a Stage II pressure sore to the left heel that measured 3.0 centimeters (cm) by 2.0 cm. with black/brown eschar, no drainage and mushy. The sheets revealed a lack of weekly assessments for 10 weeks from 10/20/18 to 1/3/19, a lack of weekly assessments for 2 weeks from 1/3/19 to 1/22/19 and a lack of weekly assessments for 1 week from 1/22/19 to 2/6/19. The assessment dated 3/8/19 revealed the wound measured 1.8 cm by 1.0 cm with a moderate amount of serous drainage.</p>			

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Date

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	<p>Review of the Progress Notes dated 3/8/19 the staff failed to document the resident had a new open area to the coccyx area but stated the staff found a new right heel wound during cares today.</p> <p>On 3/8/19 at 2:00 p.m., Staff Y (Registered Nurse/Skin Nurse) completed a head to toe skin assessment at the request of the surveyor. Staff Y discovered an open area to Resident #14's coccyx that measured 0.3 cm by 0.4 cm. Staff Y stated the area was new, she had no previous knowledge of the area and planned to notify the physician.</p> <p>The fax dated 3/8/19 revealed the staff notified the physician of the open area on Resident #14's coccyx which measured 0.3 cm x 0.4 cm x 0.1 cm depth. The staff requested a treatment order. The physician requested the resident be seen in the local wound clinic.</p> <p>During an interview on 3/11/19 at 4:45 p.m., Staff Y reported she completed the skin assessment on 3/8/19. Staff Y reported she measured the wound but did not know the stage of the wound as she did not know how to stage wounds.</p> <p>The Pressure Sore list dated 3/13/19 revealed the facility identified 7 residents with pressure sores. 2 of the 7 identified were not identified prior to the surveyor requested assessment. The facility identified 31 residents with other skin issues that included bruise, scratches, skin tears or rashes.</p>			

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Facility Administrator

Date

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	<p>During an interview on 3/18/19 at 1:00 p.m., Staff Y stated the pressure sore to Resident #14's coccyx is facility acquired.</p> <p>During an interview on 3/12/19 at 11:00 am. the Primary Care Physician (PCP) stated an expectation of the staff to follow the skin assessment protocol and do at least a weekly skin assessment. The assessment should be completed by a trained professional. The PCP stated he was not aware of a pressure sore to the resident's coccyx.</p> <p>Review of a undated Wound Care Process directs the nursing staff will complete a stop and watch form if they observe any new skin conditions and provide a copy to the charge nurse, the Administrator, the Director of Nurses, and the Unit Manager. The nurse will complete an assessment and document the assessment on the skin sheet. The Nurse Manager will complete skin rounds on any new and existing skin condition a resident may have.</p> <p>FACILITY RESPONSE:</p>			

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Facility Administrator

Date

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Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
58.19(2)j	<p>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:</p> <p>58.19(2) Medication and treatment.</p> <p>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)</p> <p>DESCRIPTION:</p> <p>Based on record review, observations and interviews the facility failed to identify, assess and treat skin conditions for 1 of 5 sampled (Resident #4). The facility reported a census of 85 residents.</p> <p>Findings include:</p>	I	\$5,000 (Held in Suspension)	Upon Receipt

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Facility Administrator

Date

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Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	<p>1. According to the Minimum Data Set (MDS) dated 2/4/19 Resident #4 had diagnoses of heart failure, diabetes mellitus, psychotic disorder, anxiety and severe morbid obesity. The MDS revealed Resident #4 had no cognitive impairments.</p> <p>The MDS dated 2/4/19 revealed Resident #4 required total staff assistance with bed mobility and toilet use. The MDS revealed Resident #4 bedfast and had no skin conditions. The MDS documented a weight of 550 pounds.</p> <p>The Care Plan dated 8/3/18 revealed Resident #4 had potential/actual impaired skin integrity and stated the resident would not have any skin breakdown. The care plan informed the staff the resident does not want to be repositioned every 2 hours and to educate the resident on the risk of skin breakdown, assess for risk factors related to skin breakdown, keep skin clean and dry and to apply topical treatments as ordered.</p> <p>Review of the Braden Scale for Predicting Pressure Sore form revealed Resident #4 had an assessment completed on 9/25/18 and no further assessments completed after that.</p> <p>Observation on 3/7/19 at 11:40 a.m. revealed Resident #4 laying in bed on his right side, his</p>			

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Facility Administrator

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	<p>legs were extended to the left of his body. Staff Z (Nurse Aide) and Staff AA (Agency Nurse Aide) prepared to do cares, Staff Z stated she still had not been in to provide any cares for the resident yet today because he does not like cares done. Observation revealed the resident laying on a wet sheet that exceeds his body size, a foul odor was noted. Staff Z states he has a "discharge" from somewhere on his body. Staff Z states the resident always lays on his right side and yells out in pain when they attempt to do cares. The staff noticed Resident #4 had his right heel pressing against his left shin while laying in bed, both lower legs had edema.</p> <p>Observation on 3/7/19 at 12:20 p.m. revealed Staff Y (Registered Nurse/Skin Nurse) completed a head to toe skin assessment on Resident #4 at the request of the surveyor. Staff Y rolled Resident #4 to his right side. Resident #4 had feces dried to his buttocks. The bed sheet had a soiled area surrounding the residents entire body. Staff Y stated the resident has serous drainage from his skin, mixed with fungal skin infections which she felt was the source of the odor. Staff Y identified the following new skin conditions:</p> <p>a. Wound #1, a pressure ulcer to the left shin measuring 6 centimeters (cm) by 4.2 cm. Resident #4 complained of pain when</p>			

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Facility Administrator

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	<p>repositioned.</p> <p>b. Wound #2, a red bruise area to the right lower calf measuring 6.0 cm by 5.5 cm.</p> <p>c. Wound #4, an excoriation to the right lateral abdomen measuring 16 cm by 4.3 cm with copious amounts of serous drainage and a foul odor. Resident #4 complained of pain.</p> <p>Review of Resident #4's Non-Pressure Skin Condition Report sheets revealed the following:</p> <p>a. Wound #3, a left groin excoriation that measured 3.0 cm by 0.25 cm on 9/25/18. The sheets revealed no weekly skin assessments for 10 weeks from 10/10/18 to 12/14/18, no assessments for 7 weeks from 12/14/18 to 1/29/19 and lastly no assessment on 2/3/19.</p> <p>b. Wound #5, a right groin excoriation that measured 2.0 cm by 0.25 cm on 9/25/18. The sheets revealed no weekly assessments for 10 weeks from 10/10/18 to 12/14/18, no assessments for 7 weeks from 12/14/18 to 12/29/18 and lastly no assessment on 2/17/19. On 3/7/19, the area measured 3.0 cm by 1.2 cm and had copious amounts of foul smelling drainage. The area bled when cleansed.</p>			

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	<p>c. d. Wound #6, under right breast that measured 7.0 cm by 4.5 cm on 11/8/18. The sheets revealed no weekly skin assessments for 5 weeks from 11/8/18 to 12/14/18, no weekly assessments for 7 weeks from 12/14/18 to 1/29/19 and no assessment for 1 week from 1/29/19 to 2/12/19.</p> <p>d. Wound #8, a right axilla excoriation that measured 1.0 cm by 0.25 cm on 9/25/18. The sheets revealed no weekly skin assessments for 10 weeks from 10/10/18 to 12/14/18, no assessments for 7 weeks from 12/14/18 to 1/29/19 and lastly no assessment on 2/3/19. On 3/7/19, the area measured 1.0 cm by 0.3 cm with a moderate amount of foul smelling serous drainage.</p> <p>During an interview on 3/7/19 at 1:00 p.m., Staff Y stated she began her employment in August of 2018 and became the facility skin nurse in Dec. 2018. In January 2019 she was unable to complete any of her skin duties because she was pulled to work the floor and didn't have time to assess the resident's skin.</p> <p>During an interview on 3/8/19 at 10:00 a.m., the Director of Nurses (DON) stated Staff Y came to</p>			

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	<p>her and was upset and crying regarding the skin condition of Resident #4, she told the DON she didn't know she needed to complete a skin sheet for new skin issues.</p> <p>During an interview on 3/8/19 at 1:48 p.m., Resident #4 stated he does refuse cares sometimes but not all the time. Resident #4 complained of pain to his left shin when the staff checked his skin over yesterday and reports he has neuropathy.</p> <p>During an interview on 3/8/19 at 1:20 p.m., Resident #4's Primary Care Physician (PCP) stated he advised the staff to turn the resident at least daily and recommended to place absorbent padding between the resident's skin layers to prevent skin on skin issues. The PCP does not agree that the resident will not allow cares and feels it is an excuse. He believed Resident #4 had non-compliance. The PCP believed the staff could change their approach and were not protecting his dignity. The PCP would expect the staff to assess each resident's skin weekly, especially if their skin is compromised.</p> <p>During an interview on 3/12/19 at 8:50 a.m., Resident #4's Hospice Nurse stated she informed the staff to keep trying to reposition Resident #4 every time she comes to the facility. He now had</p>			

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Facility Administrator

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	<p>contractures of his lower extremities and this will cause him pain when they roll him from side to side. She stated the odor from his wounds/skin had worsened.</p> <p>Review of an undated Wound Care Process directs the nursing staff to complete a stop and watch form if they observe any new skin conditions and provide a copy to the charge nurse, Administrator, Director of Nurses, and Unit Manager. The nurse will complete an assessment and document on the skin sheet. The Nurse Manager will complete skin rounds on any new and existing skin condition a resident may have.</p> <p>FACILITY RESPONSE:</p>			

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56.12(135C) 58.20(6)b 58.20(6)d	<p>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.</p> <p>481—58.20(135C) Duties of health service supervisor. Every nursing facility shall have a health service supervisor who shall:</p> <p>58.20(6) Supervise health services personnel to ensure they perform the following restorative measures in their daily care of residents:</p> <p><i>b.</i> Making every effort to keep the resident active except when contraindicated by physician's orders, and encouraging residents to achieve independence in activities of daily living by teaching self-care, transfer, and ambulation activities; (III)</p> <p><i>d.</i> Assisting residents to carry out prescribed therapy exercises between visits of the therapist; (III)</p>	I	\$4,750 (Held in Suspension)	Upon Receipt

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	<p>DESCRIPTION:</p> <p>Based on clinical record review, staff and resident interviews and observations the facility failed to complete restorative programs for 3 of 7 residents sampled (Resident #6, 9, and 18). The facility reported a census of 85 residents.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. According to the Minimum Data Set (MDS) assessment dated 1/1/19, Resident #6 had diagnoses which included heart failure, stroke, quadriplegia, dysphasia, muscle weakness, chronic kidney disease and muscle spasms. The resident required extensive assistance of 2 staff for bed mobility, transfers, dressing, toilet use, personal hygiene and used a wheelchair for mobility. The resident had a BIMS score of 15, which indicated they were alert and oriented. <p>Review of a list of residents on a restorative program dated 3/19/19 revealed Resident #6 had a passive range of motion program.</p> <p>The Care Plan dated 3/30/18 failed to reflect Resident #6 had a restorative program.</p> <p>During an interview 3/8/19 at 11:03 a.m.,</p>			
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	<p>Resident #6 stated he was not getting restorative exercises any longer and reported he really needs it. He shared he was becoming stiff and now his leg will not stay on his wheelchair pedals and reported he hasn't had restorative exercises for several months.</p> <p>Observations on 3/10/19 at 12:12 p.m. revealed the resident sitting in a wheelchair, the staff assisted him to bend his legs, placed them on the wheelchair pedals, the resident's feet are placed on the pedals but they slip off, his feet came off the pedals extending out in front of the wheelchair pedals.</p> <p>Observation on 3/12/19 at 2:06 p.m. revealed two Certified Nurse Aides placed a pivot disc in front of the wheelchair; staff stood Resident #6, turned him and sat him on the bed. The resident did not take any steps and required extensive assistance of 2 staff to stand, pivot and sit on his bed.</p> <p>Observation on 3/13/19 at 12:00 p.m. revealed Staff U-Restorative Aide assisting the resident with restorative exercises, the resident stated "Oh, that feels so good" as the aide performs stretching exercises.</p> <p>Review of Resident #6's Restorative Nursing Care Program dated May 2018 directed the staff</p>			

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	<p>to complete assisted active range of motion 1-3 times a week.</p> <p>Review of the restorative sign off sheets the resident received the following exercise:</p> <ul style="list-style-type: none"> a. January 2019 the resident received restorative 1 time. b. February 2019 the resident received restorative 2 times. c. March 2019 the resident received restorative 1 time up to March 13. <p>During an interview on 3/8/19 at 12:08 p.m., Staff DD (Contracted Restorative Staff) reported the facility does not have anyone overseeing the restorative program but does have Staff U (Nurse Aide/Restorative Aide) who heads up the program. Staff DD stated she has noted a decline in the ambulation and functional ability for Resident #6 these past several months. Staff DD stated Staff U-Restorative Aide reported the owners directed her to put the restorative program on hold so the restorative aides could work on the floor to decrease the use of agency staff.</p> <p>Review of the Occupational Therapy Functional Maintenance Program dated 2/12/19 directed the staff to complete passive range of motion exercises with the right upper extremities and left</p>			

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Facility Administrator

Date

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Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: 6958		Date: 4/24/19		
Facility Name: Crestview Acres		Survey Dates: 3/5/19 to 3/20/19		
Facility Address/City/State/Zip 1485 Grand Marion, IA 52302		MW, JS		
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	<p>lower extremities exercises using a 2 pound weight 1-3 times weekly.</p> <p>Review of the Physical Therapy Functional Maintenance Program dated 12/7/18 directed staff to complete seated truck flexion, hamstring stretch and glut stretches with the resident 1-3 times weekly.</p> <p>The Physical Therapy progress note dated 12/5/18 revealed the Physical Therapist discussed the flexion program with the RA staff, the resident was upset he was only working with restorative once a week.</p> <p>During an interview on 3/12/19 at 2:30 p.m., Staff EE (Physical Therapy Assistant) reported Resident #6 had a decline in his flexion from a lack of stretching exercises.</p> <p>During an interview on 3/10/19 at 10:40 a.m., the Provisional Administrator stated the contracted therapy company puts the restorative programs together and the facility restorative aides were not completing the programs. The MDS coordinator provided copies of the changes. The facility failed to designate a nurse to oversee the restorative program. The Administrator acknowledged the restorative aides have been pulled to cover the staffing on the floor and could</p>			

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Facility Administrator

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	<p>not complete restorative exercises as directed.</p> <p>During an interview on 3/8/19 at 11:08 a.m., Staff L (Licensed Practical Nurse) stated a couple of months ago Resident #6's legs would bend and stay on his wheelchair pedals but now they cannot. Staff L feels the resident has had a decline in his ability to transfer, when he transferred he used to be able to take several steps. Staff L stated the nursing staff pull the restorative staff to work on the floor.</p> <p>During an interview with Staff P-DON on 3/8/19 at 10:45 a.m., Staff P stated the owners informed her that the restorative program would be put on the "back burner" to keep the use of agency staff down; she was directed to pull the restorative aides to work on the floor. Staff P stated today they had a staff call in which resulted in pulling the restorative aide to work on the floor.</p> <p>During an interview on 3/12/19 at 11:00 a.m., the Primary Care Physician (PCP) reported he was not aware his patients were not receiving restorative programs. The PCP had an expectation of the staff to complete the programs as prescribed. The PCP felt it was important to maintain the residents' best capabilities.</p> <p>2. The According to the Minimum Data Set (MDS)</p>			

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	<p>dated 1/15/19 revealed Resident #9 had diagnoses of stroke, dementia, hemiplegia, repeated falls and muscle weakness. The resident required limited assistance of 1 staff for bed mobility, independent in his room but did not walk in the corridor, the resident utilizes a cane and wheelchair for mobility. The MDS indicated the resident experienced 2 falls with injuries. The resident had a BIMS score of 4, which indicated he had severe cognitive ability.</p> <p>Review of the resident's care plan dated 10/27/17 indicated the resident had a restorative program to address the need for assistance with ambulation and wheelchair use. The plan stated the resident would participate in a restorative program 3 times a week.</p> <p>Review of Resident's #9 Restorative Nursing Care Program, last updated on 10/11/17, directed the staff to assist the resident with active range of motion 1-3 times a week and to ambulate 1-3 times a week as tolerated.</p> <p>Review of the restorative sign off sheets the resident received the following exercises:</p> <ul style="list-style-type: none"> a. January 2019 the resident received restorative 1 time. b. February 2019 the resident received restorative 0 times. 			

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Facility Administrator

Date

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	<p>c. March 2019 the resident received restorative 1 time up to March 13.</p> <p>Observation on 3/10/19 at 9:36 a.m. two staff assisted Resident #9 to transfer from his bed into the wheelchair, when the resident stood a personal alarm sounded. The staff stated usually the resident could wheel self to the dining room but not able to complete this task today due to weakness. The staff had to assist the resident to the dining room.</p> <p>During an on 3/12/19 at 2:30 p.m., Staff EE (Physical Therapy Assistant) stated Resident #9 used to walk better but has noticed a decline in his ability.</p> <p>During an interview with Staff U-RA on 3/13/19 at 2:00 p.m., the staff stated the resident has had a decline with ambulation and transfers and continues to have falls. Staff U stated she made another referral to Physical Therapy due to a decline in ambulation, mobility and an increase in falls.</p> <p>Review of the the resident's Progress Notes from 1/1/19-3/13/19 the resident experienced 5 falls attempting to ambulate independently.</p> <p>3. The Minimum Data Set (MDS) dated 1/15/19</p>			

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	<p>revealed Resident #18 had diagnoses of Dementia, contractures of the right and left knee and difficulty walking. The resident required extensive assistance of 2 staff for bed mobility and total dependence on 2 staff for transfers, movement about the facility, toilet use and utilized a wheelchair for mobility about the facility. The resident has severe cognitive ability.</p> <p>Review of a care plan dated 8/7/17 informed the staff the resident participated in a restorative program to maintain her current abilities. The staff will complete the restorative program for strengthening and transfers; the restorative aides will place the resident's bilateral lower leg braces on and complete passive range of motion 1-3 times a week.</p> <p>During an interview with Staff EE-PTA on 3/12/19 at 2:30 p.m., the staff stated Resident #18 has bilateral knee braces that only the restorative aides have been trained to apply, they have not been on for quite some time.</p> <p>Observations on 3/12/19 at 3:05 p.m. revealed the resident sitting in her wheelchair in the dining room, the resident does not have her leg braces on, her legs are drawn up to her chest.</p> <p>Observations on 3/13/19 at 8:30 a.m. revealed</p>			

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	<p>the resident lying in bed in a fetal position. Staff U and Staff P worked to place Resident #18's leg braces on her knees. The staff placed the resident's braces on with difficulty; the Velcro had to be undone to allow the braces to go onto the residents legs. The resident grimacing and appeared to be uncomfortable.</p> <p>Review of a Physical Therapy established program dated 9/28/17 the program directs the restorative staff to apply braces to both knees 4 hours a day 5 times a week. The restorative nursing care program dated 10/11/17 directed the restorative staff to complete the physical therapy program and to do passive range of motion 1-3 times per week.</p> <p>Review of the restorative sign off sheets the resident received the following exercise:</p> <ul style="list-style-type: none"> a. January 2019 the resident received restorative 1 time. b. February 2019 the resident received restorative 1 time. c. March 2019 the resident received restorative 1 time up to March 13. <p>During an interview on 3/8/19 at 10:45 a.m., the Director of Nurses stated the facility does not have a policy for the restorative care program for the residents.</p>			

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	FACILITY RESPONSE:			
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Facility Administrator

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