

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

Citation Number: 6970		Date: May 9, 2019		
Facility Name: Heritage Specialty Care		Survey Dates: April 22-25, 2019		
Facility Address/City/State/Zip 200 Clive Drive SW Cedar Rapids, IA 52404		MW		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.28(3)e	<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> <p>Based on observation, record review, staff, and resident interviews the facility failed to ensure a residents safety for 1 of 3 residents reviewed for a fall (Resident #88). The resident obtained a fracture from a fall, when a staff person turned away from the resident, requiring hospitalization. The facility identified a census of 128 residents.</p> <p>Findings include:</p> <p>1. Resident #88's Minimum Data Set (MDS) assessment dated 3/14/19 showed the resident had a score of 14 out of 15, indicating good memory skills. The resident required 1 staff for limited assistance with ambulation in the room and in the facility. The MDS showed the resident had unsteadiness with walking but able to stabilize without staff assistance. The MDS also showed the resident had heart failure, chronic lung disease, syncope (dizziness) and collapse, and diabetes.</p>	I	\$3250	UPON RECEIPT
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	<p>The Care Plan revised on 3/28/19 showed the resident required staff assistance with mobility related to impaired mobility, shortness of breath, weakness and fatigue post hospitalization for pneumonia with respiratory failure, congestive heart failure, and a history of syncope episodes with falls. An intervention included to provide assistance of 1 staff with transfers and ambulation and to use a walker while ambulating.</p> <p>The Physician Order Statement (POS) dated 12/19/18 directed staff to administer 1 liter per minute by nasal cannula to keep the resident's oxygen saturations above 90 percent (%) as needed (oxygen saturation testing is a method to check oxygen levels in a person's bloodstream. The normal range of oxygen saturation for adults is 94 to 99 percent. Low blood oxygen levels can result in abnormal circulation and cause the following symptoms: shortness of breath, headache, restlessness, dizziness, rapid breathing, chest pain, confusion, and high blood pressure.)</p> <p>A Physical Therapy Evaluation and Plan of Treatment dated 3/20/19 identified the resident will have therapy for 3 times a week for 4 weeks. A long term goal identified for the resident is to ambulate safely on level surfaces for 150 feet,</p>			
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	<p>using a wheeled walker.</p> <p>Observation on 4/22/19 at 11:16 a.m. (initial tour) revealed the resident in her recliner with the oxygen running at 1 liter per minute per nasal cannula. The resident reported she fell while at home and had no falls since being here. The resident reported having fractured some bones in the back and had pain in her right shoulder. She reported she is receiving pain medications and felt her pain was under control.</p> <p>A Hospitalist History and Physical report dated 4/8/19 revealed the resident had a fall while working with therapy while at the care facility. According to the resident and family the therapist left her to grab a chair and in the meantime the resident lost her balance and fell backwards, landing on the buttocks. The resident started to have severe pain in the right hip and hit her head. The fall resulted in the resident being transferred to a local hospital for evaluation. The report revealed the resident had a CT (computerized tomography) scan without contrast of the pelvis which revealed an oblique nondisplaced fracture through the right ilium and nondisplaced right superior and inferior pubic rami fracture (fractured pelvis). The Orthopedic surgeon on call was consulted and recommended non-operative management with pain control, PT and OT</p>			
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	<p>therapy and weight bearing as tolerated. The resident admitted to the hospital for further management and evaluation.</p> <p>Review of an x-ray report of both hips dated 4/8/19 revealed the resident had an oblique nondisplaced fracture through the right ilium/iliac wing and a non displaced right superior and inferior pubic rami fractures.</p> <p>A Nurses Note dated 4/8/19 showed the resident walked with therapy to the dining room with use of a walker and gait belt. The therapist left the resident's side, walked over to get a chair for her to sit in and the resident fell, hitting her head on the wall near the nurse's station. A nurse's assessment revealed the resident responded appropriately and had full range of motion without pain but sustained a skin tear to the right forearm. The physician ordered the resident to be sent to the hospital for evaluation due to hitting her head and currently receiving anticoagulant medication.</p> <p>An Online Abuse or Incident Reporting form dated 4/9/19 sent to Department of Inspections and Appeals reported an incident resulting in hospitalization for Resident #88. The incident summary showed the resident had diagnoses which included osteoporosis, low back pain, syncope (dizziness) and collapse, orthostatic</p>			
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	<p>hypotension (where the blood pressure drops with a change of position), diabetes, congestive heart failure, ischemic cardiomyopathy (a weakened heart from damage) and hypertension. The resident has a BIMS of 14 out of 15 BIMS (Brief Interview for Memory Skills) and an assist of one with a front wheeled walker for transfers and ambulation. On 4/8/19 at 2:30 p.m. therapy worked with the resident for ambulation to see if the resident could safely be independent with ambulation in the facility. The resident walked 130 feet with a gait belt, needed stand by assist and occasional contact assist (holding on to the gait belt). The resident then walked 20 feet and 56 feet, with minimal contact assist. The therapist noted the resident's pace going slower. The therapist asked the resident if she wanted to sit down. The therapist turned to get a chair and as the therapist turned back, she saw the resident falling away from her. The resident fell against the wall with the shoulder, hit her head on the wall, and slid down onto the floor, landing on the buttocks.</p> <p>The Corrective Action Description of the Online Report 4/12/19 showed the resident went to the emergency room. The resident received an anticoagulant (blood thinner) and had hit the head which required an evaluation. The hospital reported a nondisplaced fracture of the right iliac</p>			
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	<p>wing superior and inferior pubic rami which required hospitalization. The resident had an extensive history of dizziness and collapse of unknown injury. The resident wore Ted hose (compression stockings) and an abdominal binder while ambulating and denied dizziness at the time of the fall. The initial post fall nursing assessment and the initial Emergency Medical Service assessment identified an oxygen saturation of 85 % to 92%, indication the resident likely de-saturated (low oxygen) due to exertion while ambulation with therapy. The facility believed a combination of muscle fatigue and mild hypoxia (low oxygen) played a significant role in the resident's fall. The resident's care plan was updated to include the use of oxygen with ambulation.</p> <p>A witnessed Fall Report by the facility dated 4/8/19 showed while the resident walked with therapy staff to the dining area using a walker and gait belt, the resident became tired, the therapist walked over to get a chair for the resident to sit down. The resident fell, hitting her head on the wall near the nurse's station. After staff completed an assessment, the resident went by ambulance to the hospital. The resident received a skin tear to the right forearm. The Report showed the resident ambulated with assistance, was alert and orientated, used a walker. The resident</p>			
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	<p>ambulated long distance with Physical Therapy and became overly tired. The fall occurred as the therapist went to get a chair for the resident to rest. The Physical Therapist Assistant (PTA), Staff B wrote a statement: I was walking the resident to practice longer distances. While walking the resident to Station 1's dining room, turned away to get a chair for the resident to sit in and the resident fell back hitting the head on the wall near the nurse's station. Additional Notes on 4/9/19 on this Witnessed Fall Report included the resident assessment revealed a lower oxygen saturation after ambulation.</p> <p>The Patient Incident Reporting Form (by Rehabilitation) dated 4/8/19 showed the PTA (Physical Therapist Aide-Staff B), account of the fall: The patient participated in therapy. The patient met goal of walking to the nurse's station with the front wheeled walker and stand by assist (SBA-walking next to the resident). This therapist turned to pull a chair up for the resident and the resident fell to the right and could not reach the resident to recover the resident's balance. The resident hit the shoulder and her head on the wall and continued to fall onto the floor.</p> <p>A Physical Therapy Treatment Encounter Note dated 4/3/19 showed the resident with precautions and a fall risk. The therapist set up</p>			
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	<p>an oxygen bag on the walker to support an oxygen tank for the resident while ambulating. Gait training performed with contact guard and/or close stand by assist with a wheelchair to follow. The resident's oxygen level monitored throughout ambulation. The note indicated the resident's oxygen level dropped to 82 % with the resident on 2 liters of oxygen. The resident instructed to slow the pace for safety and ambulated up to 150 feet prior to rest break.</p> <p>A Physical Therapy Treatment Encounter Note dated 4/4/19 showed the resident ambulated 150 feet plus 100 feet. The resident's oxygen level dropped as low as 85% but increased to 95% while sitting and cued to use pursed lip breathing.</p> <p>A second interview with the resident on 4/23/19 at 11:27 a.m. the resident reported she did have a fall here at the facility. The resident reported not remembering if a gait belt around her waist at that time, or if oxygen applied. The resident reported walking with a therapist down to station 1.</p> <p>An interview on 4/23/18 at 12:15 p.m. Staff B, Physical Therapist Aide (PTA) reported walking the resident from Station 3 dining room to the resident's room, after a rest period, walked 130 feet and then another 20 feet. The resident's walker had a large oxygen tank in a bag on the</p>			
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	<p>resident's front wheeled walker which distributed oxygen to the resident during ambulation. Returning to the resident's room, Staff B switched the oxygen tank to the oxygen concentrator in the room. Staff B requested the resident to walk down the hall to Station 1, to get medication. When they got outside the resident's room, the PTA noted the oxygen tubing didn't go any further, so she removed the oxygen from the resident. The PTA walked with the resident down the hall, approximately 45 to 56 feet without oxygen. At the station, the PTA, noted the resident slower in pace and turned to get a chair for the resident. As the PTA turned back towards the resident she fell. The PTA reported Occupational Services (OT) were ready to determine the resident as independent that day and said she did not agree or disagree. The PTA reported the resident had on the gait belt, compression socks and abdominal binder. The PTA reported she did not hold onto the gait belt and used stand by assist the entire last walk. The PTA stated by using stand by assistance this would help determine if the resident's functions could be deemed independent. The PTA thought therapy services were going to make the resident independent that day, but then the fall occurred. The PTA also noted she did not check the resident's oxygen level during the entire session that day.</p>			
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	<p>An interview on 4/23/19 at 1:50 p.m. Staff C, Physical Therapist (PT) reported PT usually determines if a resident is deemed independent. All services will get together to discuss the matter. The PT replied they usually do a few sessions with the resident to determine if the resident is safe. The PT reported it was this Rehabilitation's Policy to always have a gait belt on a resident when working with the resident, whether they require one or not. The PTA noted staff usually use contact guard (CGA) in testing the resident, which means we hold onto the resident's gait belt while ambulating. A person can get the feeling of the residents balance, gait, and steadiness with the use of the gait belt. He noted stand by assist (SBA) means we just stand by them as they ambulate.</p> <p>An interview on 4/23/19 at 2:15 p.m. the Director of Rehabilitation Services reported all services will meet and discuss the determination to declare a resident independent with ambulation. The Director agreed the PT and TO notes did not report they were planning on making the resident independent on 4/8/19.</p> <p>An interview on 4/23/19 at 2:35 p.m. Staff E, Licensed Practical Nurse (LPN) reported she saw the PTA walking the resident down the hall</p>			
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	<p>towards Station 1. The resident had on a gait belt, compression stockings, abdominal binder, using a walker. Staff E saw the PTA holding onto the gait belt. When they got to the entrance of the dining room, Staff E heard the PTA say to the resident it looked like she needed to rest. The PTA let go of the gait belt and stepped over to the opposite side of the resident to retrieve a chair. The resident fell into the wall. Staff E noted there were other staff persons in the dining room that the PTA could have asked for assistance to get the chair. Staff E commented staff do not let go of the gait belt until the resident was in a safe place.</p> <p>An interview on 4/25/19 at 8:23 a.m. Staff AA, LPN, reported working the day the resident fell. It occurred between 2 p.m. and 2:30 p.m., at shift change. Staff AA entered the dining room and found the resident on the floor by the wall, by the entrance to the dining room next to the medication carts. Staff AA asked the PTA what happened, the PTA told Staff AA, she ambulated the resident on a longer distance to see if the resident could be independent with ambulation. The PTA said she let go of the resident to get a chair and the resident fell. Staff AA reported there were 4 or 5 people in the same area and the PTA could have asked for some help. Staff AA assessed the resident, noted a skin tear,</p>			
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	<p>asked if the resident had pain, which the resident answered no. The resident covered her face and began to cry. Due to the resident hitting the head and being on an anticoagulant, the staff transferred the resident to a local hospital for evaluation. The resident stated twice to the medics that she had pain.</p> <p>An interview on 4/25/19 at 11:30 a.m., Staff C reported they usually make resident's independent in the room first and then independent in the halls. He noted the PTA may have been trying to determine if the resident could be independent in the hall on the day the resident fell.</p> <p>An interview on 4/15/19 at 12:10 p.m. the Acting Administrator (former Director of Nursing) reported all she knew of the resident's fall was second hand. She commented not knowing how the gait belt should be used for the resident that day, stand by assist or contact guard, because the Therapy Department have their own scope of practice.</p> <p>The facility's Falls Protocol Quick Reference dated 1/2015 reported identifying residents at risk which included:</p> <ul style="list-style-type: none"> - completed a fall risk assessment for each resident at the time of admission and quarterly. 			
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	<p>- for those residents identified at risk of falls initiate/implement preventive interventions via care plan.</p> <p>The Facility's Policy for Functional Assist Level Scale dated 9/5/17 showed the Policy for Rehabilitation Services that all therapy personnel will document following an uniform system of measurement for disability by using the functional assist level scales within the clinical documentation systems. These scales indicate how much assistance is required for this individual to carry out a task.</p> <p>The Procedure for this Policy showed the following scales included:</p> <ul style="list-style-type: none"> - Standby Assist (SBA) = No physical contact needed however close enough to reach if help is needed. - Contact Guard (CGA)= Occasional contact is needed-protective safeguarding. <p>FACILITY RESPONSE:</p>			
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