

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

<b>Citation Number:</b> <b>7041</b>		<b>Date:</b> <b>9/10/19</b>		
<b>Facility Name:</b> <b>Touchstone Healthcare Community</b>		<b>Survey Dates:</b> <b>August 20-22, 2019, August 27-29, 2019</b>		
<b>Facility Address/City/State/Zip</b> <b>1800 Indian Hills Drive</b> <b>Sioux City, IA 51104</b>		<b>SB</b>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

<b>58.19(1)n(5)</b>	<b>481—58.19(135C) Required nursing services for residents.</b> The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules: 58.19(1) Activities of daily living. n. Nutrition and meal service. (5) Assistance with food preparation and meal assistance including total assistance if needed; (II, III)	<b>II</b>	<b>\$500 (Held In Suspension)</b>	<b>UPON RECEIPT</b>
<b>58.19(2)d</b>	58.19(2) Medication and treatment. d. Vital signs, blood pressure, and weights; (I, II)			
<b>58.20(16)</b>	<b>481—58.20(135C) Duties of health service supervisor.</b> Every nursing facility shall have a health service supervisor who shall: 58.20(16) Supervise serving of meals to ensure that individuals unable to assist themselves are promptly fed and that special eating adaptive devices are available as needed; (II, III)			
	<b>DESCRIPTION:</b>  Based on observation, clinical record review, family, resident, staff, physician and hospice interviews, the facility failed to ensure a resident who demonstrated a need for dining assistance			

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	<p>received assistance to eat and failed to provide/document administration of a nutritional intervention to one resident (Resident #4), who experienced a significant weight loss of 18.22% in a 6 month period out of 4 residents reviewed for weight loss. The facility reported a census of 74 residents.</p> <p>Findings include:</p> <p>The Minimum Data Set (MDS) assessment dated 6/3/19 for Resident #4 identified a Brief Interview for Mental Status (BIMS) score of 08 which indicated severe cognitive impairment with signs of inattention and altered level of consciousness present continuously. The MDS revealed the resident required extensive physical assistance of 1 person for bed mobility, dressing, eating, toilet use and personal hygiene. The MDS recorded the resident did not transfer or ambulate during the 7 day look-back period. The MDS revealed the resident as totally dependent upon staff for bathing. The MDS documented diagnoses that included: non-Alzheimer's dementia, respiratory failure, and abnormal weight loss. The MDS recorded the resident's height as 60 inches and weight as 86.0 lbs (pounds). The resident experienced weight loss not prescribed by a physician of 5% or more in the last month or 10%</p>			
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	<p>or more in the last 6 months. The MDS revealed the resident received hospice level of care.</p> <p>Care Plan: A care plan focus area revised 2/19/19 identified the resident needed assistance with transfers, bed mobility, and non-ambulatory. A care plan focus area revised 12/20/18 identified the resident at risk for weight loss due to diagnosis of a progressive cognitive disease.</p> <p>On 3/18/19 the care plan informed staff the resident ate in her room the majority of the time and could feed herself at the time, however she had a poor appetite. On 3/28/19, the care plan directed staff to give the resident supplements as ordered. On 6/10/19 the care plan informed staff the resident to receive a magic cup (nutritional supplement) with meals. On 8/15/19 the care plan informed staff a hospice aide came intermittently per family request as the resident required much encouragement. On 8/22/19 (during the investigation) the care plan directed staff to ensure the bed in an upright position during meals, meals to be set up with all packaging open, and frequent checks by staff to offer encouragement and assistance when needed.</p>			
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	<p>The Weights and Vitals Summary report printed 8/27/19 included the following weight measurements:</p> <ul style="list-style-type: none"> <li>a. 12/5/18 - 105.0 lbs</li> <li>b. 1/3/19 - 119.2 lbs (the report documented on 2/6/19 the value struck out as re-weigh)</li> <li>c. 1/31/19 - 108.1 lbs</li> <li>d. 2/13/19 - 107.6 lbs</li> <li>e. 3/5/19 - 119.9 lbs (the report documented on 5/21/19 the value struck out as incorrect documentation)</li> <li>f. 4/11/19 - 99.0 lbs</li> <li>g. 5/16/19 - 101.4 lbs</li> <li>h. 6/1/19 - 88.0 lbs</li> <li>i. 6/5/19 - 90.0 lbs</li> <li>j. 7/8/19 - 85.9 lbs</li> <li>k. 8/13/19 - 88.0 lbs</li> </ul> <p>The 3/5/19 struck out value(119.9 pounds) compared to the 4/11/19 value (99 pounds) showed a 17.43% weight loss over a 1 month period.</p> <p>The 2/13/19 value (107.6 pounds) to the 4/11/19 value (99 pounds) showed a 7.99% weight loss over a 2 month period disregarding the struck out value from 3/5/19.</p> <p>The 5/16/19 value (101.4 pounds) compared to the 6/1/19 value (88 pounds) showed a 13.21% weight loss over a 2 week period.</p>			
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	<p>The 6/5/19 value (90 pounds) compared to the 7/8/19 value (85.9 pounds) showed a 4.56% weight loss over a 1 month period.</p> <p>The 2/13/19 value 107.6 pounds) compared to the 8/13/19 value (88 pounds) showed a total 18.22% weight loss over a 6 month period.</p> <p>The physician's verbal order dated 2/19/19 identified an active order for Ensure (nutritional supplement) 3 times a day related to abnormal weight loss.</p> <p>The Hospice Physician's Plan of Care dated 2/28/18 documented a terminal diagnosis of COPD. The plan of care identified the resident as completely dependent for all activities of daily living. The resident did not even have enough energy to chew food.</p> <p>The Registered Dietician (RD) documented an assessment in the Progress Notes on 3/25/19 at 3:50 p.m. The RD identified the resident with significant weight gain times 30 days and 90 days. (This was incorrect) She identified the resident's diet as appropriate for the resident's medical condition and intakes inadequate to meet the resident's estimated needs. The resident received protein powder with Ensure started within the last month in addition. The dietician identified that with the new order for Ensure, the</p>			
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	<p>resident would not need the additional protein powder. The dietician sent a facsimile (fax) to the physician to request discontinuation of the protein powder.</p> <p>On 3/25/19 the RD wrote a fax informing the physician the resident experienced a significant weight gain of 11% in 30 days and 14% in 90 days with a current weight of 119.9 lbs (Body Mass Index) of 23. The RD identified an order for Ensure TID (3 times a day) in place as well as protein powder mixed with ice cream daily. The RD identified the supplementation as excessive and requested discontinuation of the protein powder and ice cream. The physician "okayed" the discontinuation.</p> <p>(The RD based her findings on the 3/5/19 inaccurate weight of 119.9 pounds with no reweight requested.)</p> <p>The RD documented an assessment in the Progress Notes on 4/29/19 at 5:09 p.m... The RD wrote the resident with significant weight loss. She identified the resident's diet as appropriate for the resident's medical condition. She identified the resident with poor intakes. She wrote the Ensure TID resulted in meeting/exceeding the resident's estimated nutrient needs. The resident continued to lose weight despite this. She</p>			
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	<p>identified the resident on hospice with diagnosis of abnormal weight loss. The dietician expected that the resident was adequately nourished and malnutrition was not the cause of the weight loss. The dietician made no further recommendations at that time.</p> <p>On 4/29/19 the RD wrote a fax informing the physician the resident experienced a significant weight loss of 22% in 60 days and 13% in 90 days with a current weight of 93.7 lbs and BMI (Body Mass Index) of 18. The RD documented the intake of meals and supplements exceeded nutrient needs. The physician responded to increase house supplement. The facility sent a fax to clarify and inform the physician the resident currently received Ensure 240 ml (milliliters) TID and how would the physician like to increase the supplement. The physician responded with no new orders.</p> <p>A Hospice Clinical Progress Note dated 5/10/19, documented by the resident's hospice case manager Registered Nurse (RN), identified a new order for magic cup with meals TID and to also keep the Ensure order.</p> <p>A late entry Progress Note dated 5/10/19 at 11:00 a.m. documented the hospice nurse saw the resident and magic cup added to meal times, TID.</p>			
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	<p>The Medication Review Report dated 6/4/19 lacked documentation of an order to give magic cup with meals TID.</p> <p>The June 2019 Medication Administration Record (MAR) lacked documentation of administration of magic cup TID.</p> <p>The RD documented an assessment in the Progress Notes on 6/10/19 at 4:30 p.m. that identified the resident with significant weight loss. The RD identified the diet as appropriate for the resident's medical condition but the resident had poor intakes. With intakes of Ensure TID, the resident met her estimated nutrient needs. However, the resident continued to lose weight. The RD identified that, given hospice level of care, weight loss was not unexpected. The facility notified the physician of weight loss and the physician declined further orders/interventions. Hospice services then requested magic cup. The resident received a high amount of supplementation and given the resident's condition and expectation of decline, the RD made no further recommendations at that time.</p>			
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	<p>An Order Summary Report dated 7/25/19 lacked documentation of an order to give magic cup with meals TID.</p> <p>The July 2019 MAR lacked documentation of administration of magic cup TID.</p> <p>The Medication Review Report dated 8/7/19 recorded an active order for magic cup with meals started 7/16/19.</p> <p>The August MAR documented an order for Magic cup with meals for poor appetite started 8/16/19 with scheduled administration times of 8:00 a.m., 12:00 p.m., and 1:00 p.m. 8/16/19 thru 8/20/19 then changed to times of 8:00 a.m., 12:00 p.m., and 6:00 p.m. 8/21/19 thru 8/28/19. The MAR contained no information to indicate the resident received magic cup with meals 8/1/19 thru 8/15/19.</p> <p>Review of the August 1-26, 2019 MAR revealed the resident did not take the Ensure or just took 25% 52 out of 78 opportunities. There was no evidence the dietician attempted to provide food likes to the resident such as breakfast items or more ice cream items.</p> <p>A Physician Visit dated 7/25/19 documented orders for the resident to sit up for meals,</p>			
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	<p>assistance to be offered with eating and provide a general diet with no pureed food per family/patient preferences. The resident's weight was 85.9 lbs.</p> <p>The care plan conference signature sheet signed by the resident's daughter on 7/25/19 included a photocopied post it note that recorded the daughter wanted the resident up more and did not think staff assisted/fed the resident like she needed. The care plan continued to identify the resident as able to feed herself and lacked a revision to reflect the family's desire and the doctor's order for the resident to receive assistance with dining.</p> <p>The RD documented an assessment in the Progress Notes on 8/16/19 at 10:42 p.m... The RD identified the resident with significant weight loss overall, however with weight gain in past 30 days. She wrote the resident's diet was appropriate for the resident's medical condition. The RD expected the intake of meals and supplements met the resident's estimated nutrient needs. The RD documented that given hospice level of care, weight loss was not unexpected. The facility notified the physician of weight loss and the physician declined further orders/interventions. The RD had no further</p>			
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	<p>recommendations at that time and directed staff to continue the current plan of care.</p> <p>The Follow Up Question Report for Eating recorded the resident's ability to self-perform eating from 7/29/19 thru 8/27/19. The report documented the resident required extensive physical assistance and/or totally dependent upon 1 staff for eating on: 7/29, 7/31, 8/2, 8/3, 8/4, 8/5, 8/6, 8/7, 8/9, 8/11, 8/12, 8/13, 8/14, 8/17, 8/19, 8/21, 8/22, 8/23, 8/24, 8/25, 8/26. The report documented only once during that time period the resident independent with set up help only with eating; 8/9.</p> <p>The facility provided list on 8/21/19 titled Residents who need physical assistance with eating. The list did not contain Resident #4's name. The facility provided a list on 8/22/19 titled Residents who need supervision with eating. The list did not contain Resident #4's name.</p> <p>The email correspondence dated 8/22/19 at 2:16 p.m., written by the resident's hospice RN case manager, included the following documentation: Hospice aide feeds the resident 5 times a week per family request. The patient does not have much appetite and nothing tastes good to her. She is on pureed food but also can have pleasure food per family request. Aides are there to</p>			
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	<p>advocate food choices, set up, and encourage and assist with feeding. She is able to feed self but daughter wanted her to eat more and gain weight. She is up 3 lbs this month due to change to pureed diet and aides going above and beyond helping with meal choices. Patient started wanting something and when the food got there she changed her mind and the aide gets another choice. Hospice meets with TLC (unknown) every 3rd Tuesday of each month to go over hospice patients and the concerns we have with each patient.</p> <p>Observation on 8/20/19 at 3:45 p.m. revealed Resident #4 laid in bed with head of bed raised to 45 degrees (also known as semi-fowler position which is lying in the supine position on the bed at an angle of 30 to 45 degrees). The resident appeared alert with eyes open and TV on in the room. Blankets covered the resident's lower body and the resident appeared thin in stature.</p> <p>At 6:28 p.m. Resident #4 laid in bed with oxygen on via nasal cannula and concentrator.</p> <p>At 6:42 p.m. Staff B, CNA, took a room meal tray to Resident #4's room and then came back out of the room.</p> <p>At 6:44 p.m. observation revealed Resident #4's food tray with pureed food on a bedside table over the resident as she laid in semi-fowlers position in bed. The drink cup remained covered</p>			
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	<p>with a lid. Resident #4 scoffed when asked if the staff helped her to dine and stated she'd just as soon have the surveyor help her.</p> <p>At 6:47 p.m. Staff B went back down the hall to 5th room on the right with a food tray then back out. No staff entered Resident #4's room to assist with dining.</p> <p>At 6:56 p.m. the Administrator appeared on the hall and then left the hall. Resident #4 rested with eyes closed, food untouched and lid still on the drink. No staff entered the room to provide dining assistance.</p> <p>At 6:58 p.m. Staff B on appeared on the hall to collect trays.</p> <p>At 7:08 p.m. Staff B entered Resident #4's room and attempted to assist the resident to take a bite. The resident took a bite, then said no and pushed/waved the CNA away.</p> <p>At 7:09 p.m. Staff B exited the room with tray and said Resident #4 refused and wouldn't eat. Staff B responded it was not possible to meet everyone's needs with only 1 CNA assigned to a hall as everyone needed help. Staff B said he tried his best because they were human beings but it was sad. Staff B acknowledged he had to pass meal trays then go see if the residents needed assistance to eat as he picked up the food trays. Staff B stated sometimes it's okay by himself but really not possible.</p>			
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<b>Facility Name:</b> <b>Touchstone Healthcare Community</b>		<b>Survey Dates:</b> <b>August 20-22, 2019, August 27-29, 2019</b>		
<b>Facility Address/City/State/Zip</b> <b>1800 Indian Hills Drive</b> <b>Sioux City, IA 51104</b>		<b>SB</b>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>On 8/21/19 at 5:30 p.m., Staff C, CNA/Scheduler, provided a list of residents he thought required dining assistance by hall. The list included 1 resident on Ginger Grove hall and approximately 10 other resident names that included Resident #4. The surveyor asked the Director of Nursing (DON) to copy the half sheet of paper to a full sheet. At that time, the DON stated Staff C was not supposed to give the surveyor the list. Staff C was supposed to write the list then give it to a manager who to confirm those residents actually required dining assistance for feeding. The DON stated they would verify the list as accurate then give the surveyor a list of residents who required dining assistance.</p> <p>On 8/21/19 at 5:42 p.m., the Administrator brought information to the surveyor. At that time, the Administrator commented she asked Staff C to write down off the top of his head which residents required feeding assist then give the list to the nurse consultant so she could verify the information prior to giving it to the surveyor. The Administrator stated after the consultant verified the information correct then she would give it back to the surveyor.</p> <p>On 8/21/19 at 5:48 p.m. the DON returned with a list and identified that list as much better. The list, titled "residents who need physical assistance</p>			
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	<p>with eating", included 8 resident names; the list did not include Resident #4.</p> <p>On 8/21/19 at 6:32 p.m., Staff D, CNA, reported Resident #4 refused a supper tray.</p> <p>On 8/22/19 at 11:00 p.m., the Dietary Manager stated dietary staff passed out supplements but nursing staff is responsible for recording intakes of those supplements.</p> <p>On 8/22/19 at 11:20 a.m., Staff E, LPN, identified the resident's magic cup documentation as located on the MAR. Staff E reported on her shift Resident #4 refused the meal but could feed herself. Staff E stated if Resident #4 said no to a meal, she would will leave and recheck in 5 minutes. Staff E reported the resident had chewing issues and went back/forth on diet. Staff E commented when the resident wanted to feed herself she could but identified that as rare. If the resident needed it then staff fed the resident. Staff E stated she thought they started assisting the resident with feeding due to weight loss. In response to the question if resident needed direct supervision with dining given the care plan listed the resident as able to feed self, Staff E responded she could change the care plan from independent if she needed to if the care plan identified the resident as independent.</p>			
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	<p>On 8/22/19 at 11:55 a.m., the DON stated the facility used care plans to determine which residents needed supervision and/or assistance with dining and used care plans to meet resident needs. The DON acknowledged Resident #4 as not on the list of residents who need supervision with eating. The DON said Resident #4 ate independently and did not need help or supervision.</p> <p>On 8/22/19 at 12:58 p.m., the resident's daughter reported the Social Worker said she'd find out where the resident's food tray was at approximately 30 minutes earlier.</p> <p>Observation on 8/22/19 at 1:13 p.m. revealed the resident's daughter at the bedside. The daughter reported the resident couldn't see to eat and hospice fed the resident 5 times a week. She stated the resident couldn't eat by herself. At 1:14 p.m. the Social Worker returned with a meal tray and asked the daughter if she wanted her to leave it, then left. The daughter identified that staff did not assist the resident to sit up in bed for the meal. At 1:17 p.m. the daughter asked Resident #4 if she could try to sit herself up and take bites. Resident #4 raised her head then dropped it quickly back to the pillow. The resident was unable to take a bite of food. The</p>			
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	<p>magic cup supplement was not opened on the food tray. Resident #4 said she didn't know if she could try to eat or not. The daughter obtained the controls for the bed from its placement under the mattress and stuck on the bed frame. The daughter reported Resident #4 had macular degeneration and couldn't see what the food was on the tray. The daughter raised the bed up to 80 degrees and encouraged the resident to try a bite of food. The resident took a bite. Resident #4 accepted a few more bites then tried to pick up the cup of applesauce with her right hand. The daughter asked the resident what she was trying to do to which the resident stated she was trying to take a drink. The daughter informed the resident the juice was located by her left hand. Resident #4 said she preferred to use her right hand. The daughter assisted the resident to hold the drink with 2 hands with hand over hand assistance. The daughter asked the resident to try to lift the water mug with straw. The resident struggled as her whole arm shook and the daughter said Resident #4's mouth always appeared dry and cracked. The daughter reported she was told in the beginning that the facility won't help assist the resident to dine unless she went to the dining room. The daughter gave the resident coffee that her husband had to go get and poured it into a small cup. The daughter prevented the resident from</p>			
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	<p>spilling several times then the resident took a drink herself. The daughter opened the magic cup and the resident ate it readily with daughter providing the bites. The daughter reported she informed the facility what the resident liked to eat food items such as breakfast foods. The daughter stated no doctor ever said the resident's weight loss was unavoidable. The daughter commented she lived far enough away she couldn't be there to assist dining all the time. Resident #4 ate 100% of the magic cup.</p> <p>On 8/22/19 at 1:54 p.m. Staff F, CNA, and Staff E, LPN, assisted Resident #4 to use the bedside commode. Resident #4 needed assistance from Staff E to maintain a sitting position, otherwise the resident fell back.</p> <p>On 8/22/19 at 2:25 p.m., Staff F reported Resident #4 no longer had strength to get up so normally so just went to the bathroom in the bed due to difficulties with sitting. Staff F reported it was difficult to serve room trays and then need to help put other residents get changed or put in bed. Staff F stated she just encouraged Resident #4 to eat, stayed awhile, tried to joke around, and thought the kardex (care plan) just listed to encourage the resident to eat as the resident was listed to eat on her own. Staff F stated she did not know if the resident could put the bed up on</p>			
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	<p>her own, but staff needed to assist with food tray setup and putting the bed up.</p> <p>On 8/22/19 at 3:14 p.m., the Administrator reported she took the meal tray to the resident approximately 2 weekends previous and saw the resident sit on the edge of the bed and the resident could eat/drink on her own. The Administrator stated she also saw the resident refuse meals and knew it was her right to do so. The Administrator stated she realized the resident's performance could fluctuate. The Administrator commented aides have to have critical thinking to tell the nurse when seeing different things for the day. The Administrator reported they talked about feeding assistance on the Tuesday before the surveyor came. The DON reported the resident made a gain lately doing better with the puree foods, tolerating better, and making gains with the magic cup. The DON stated staff should document magic cup intakes on the MAR and the RD brought it to her attention they were not entered on the MAR. Following that staff placed it onto the MAR.</p> <p>On 8/26/19 at 10:25 a.m., a 2nd daughter reported Resident #4 couldn't see the food and felt her mom needed assistance to eat. The 2nd daughter stated the facility wouldn't feed the resident unless she went to the dining room but</p>			
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	<p>they wouldn't get the resident out of bed. The 2nd daughter reported she asked the Administrator why not assist her mother to eat and was told the resident needed to eat in the dining room. The 2nd daughter reported Resident #4 needed assistance to dine for at least the past 2 months. The 2nd daughter stated Resident #4 couldn't work the remote for the bed to put up and down and commented she saw the controls for the bed tucked between the mattress and the bed frame.</p> <p>Observation on 8/27/19 at 7:48 a.m. revealed Resident #4 laid in bed on her back with head of bed raised to approximately 30 degrees and the foot of the bed elevated which raised the resident's knees. The remote for the bed to control the adjustments laid on the floor, out of the resident's reach. Resident #4 laid in bed with eyes closed.</p> <p>On 8/27/19 at 11:30 a.m., the Dietary Manager responded she wasn't very familiar with the tracking system for magic cup intake so couldn't provide when Resident #4's magic cup was entered on to meal tracker ticket system. The Dietary Manager said the nurses entered the magic cup into their computer software then someone communicated over to other software called meal tracker. The dietary staff then printed</p>			
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	<p>a meal ticket and knew to serve magic cup, also known as tasty treat.</p> <p>On 8/27/19 at 11:45 a.m., the DON said magic cup intake tracking needed clarification with nurses. The DON stated the nurses thought the dietary department put the magic cup on the meal card from communication forms they gave them, then dietary staff put the magic cup on the meal tray. The DON said the nurses thought they didn't have to put magic cup on the MAR or track intakes. The DON stated it was after May 2019 when she clarified the expectation for the MAR to contain the magic cup order but she didn't know exact dates. The DON stated the RD brought it to her attention that the magic cup was not being tracked for who gave it and they needed to establish a system.</p> <p>Observation on 8/27/19 at 1:07 p.m. revealed Resident #4 laid in bed with eyes closed, food tray over the bed, food uncovered, and spoon in magic cup. There were no staff present in the room and the head of bed appeared raised 45 degrees. The control for the bed laid under the mattress, between the mattress and the bed frame, not reachable. Resident #4 aroused easily and denied she could sit up per self. Resident #4 nodded head yes when asked if she wanted the ice cream/magic cup on her food tray.</p>			
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	<p>At 1:15 p.m., Staff E directed Staff F to assist Resident #4 to eat.</p> <p>At 1:16 p.m. Staff E asked Resident #4 if she was ready to eat and the resident agreed to a bite of magic cup. Staff E raised the head of the bed up to an upright position. Resident #4 accepted bite of magic cup ice cream then regular food, took drinks of water, all with total assist. Resident #4 ate 100% of the magic cup with no resistance.</p> <p>On 8/28/19 at 10:46 a.m., the RD stated she always looked at the intakes and added together 25 to 75% of intakes so the resident's intake must totaled 973 calories or greater. The RD identified the Ensure supplement as packed with nutrients so that was why she did not recommend the restart of protein plus powder. The RD stated she attended a risk meeting every week where they talked about resident intakes. The RD said she recalled talking about Resident #4 but not recall when. The RD recalled a fax from the doctor not wanting to start anything else for supplement as the resident received hospice care. The RD did not recall a discussion of the resident eating with assist or not. The RD commented knowing Resident #4 and the scenario, she didn't think the magic cup hospice recommended was necessary due to counting the percentage of meal intakes the resident refused every day, not eating, no appetite, and the magic</p>			
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	<p>cup supplement would not change the outcome. The RD reported the magic cup was less than 300 calories and 9 grams of protein per container. The RD responded the number of magic cups the resident would need to eat to get calories if she only ate magic cups would be about 5 a day. The RD said the Ensure supplement provided more nutrients per ounce than the magic cup and she knew the resident only took 2 to 3 bites of food. The RD responded she never personally observed the resident eating and the care plan listed the resident just needed set up help. The RD said the information she received was the resident refused to eat. The RD recalled there was a conversation about no real tracking of the intakes of magic cup on 8/16/19.</p> <p>On 8/28/19 at 11:45 a.m., the Administrator and the DON acknowledged they invited everyone to come out to dining room for therapeutic eating but if residents wanted to eat in their rooms, then they do that. The Administrator stated they had in the past encouraged residents to come to the dining room as they had 30 room trays to serve.</p> <p>On 8/28/19 at 12:20 p.m., Resident #4's hospice RN case manager said the hospice aide came 5 times a week doing hands on assist with the resident. The hospice nurse stated the resident could feed self but preferred for someone to feed</p>			
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	<p>her. The hospice nurse reported the resident's daughter requested they feed the resident but a lot of times the resident refused or the resident requested food but refused once it came. The hospice nurse said the resident stated she ate more because her daughter wanted her too. The hospice nurse reported ice cream was definitely a go to for Resident #4. The hospice nurse stated assistance was provided as the resident had no strength to eat or drink which was common with COPD. The hospice nurse stated they switched supplements as the resident's taste changed. The resident used to like chocolate but day to day not know what appealed to her. The hospice nurse responded she knew the hospice aide would give the magic cup but not know if it was on request or not.</p> <p>On 8/29/19 at 8:05 a.m., the physician reported the resident had no problem eating with the daughter's help the last time she visited. The physician reported it was her suspicion that with additional help from the facility, the resident should have eaten better and not lost as much weight. The physician reported the resident's COPD and other problems certainly contributed to weight loss, however, not being able to sit up with daughter there to help, she would have thought the facility may have done better.</p>			
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