

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

Citation Number: 7034				
		Date: August 29, 2019		
Facility Name: Countryside Health Care Center		Survey Dates: August 13-15, 2019, August 19-20, 2019		
Facility Address/City/State/Zip 6120 Morningside Avenue Sioux City, IA 51106				
		SB		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

56.6(1)	<p>481-56.6 (135C) Treble and double fines. 56.6(1) Treble fines for repeated violations. The director of the department of inspections and appeals shall treble the penalties specified in rule 481-56.3(135C) for any second or subsequent class I or class II violation occurring within any 12-month period, if a citation was issued for the same class I or class II violation occurring within that period and a penalty was assessed therefor.</p>	1	\$11,250 (Trebled \$3,750 x 3) (Held in suspension)	UPON RECEIPT
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: 58.19(2) Medication and treatment. j. Provision of accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in mental, emotional, or physical condition. (I, II, III)</p>			
58.20(2)	<p>481—58.20(135C) Duties of health service supervisor. Every nursing facility shall have a health service supervisor who shall:</p>			

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	<p>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)</p> <p>DESCRIPTION:</p> <p>Based on clinical record review, staff interview, pharmacy record review, pharmacy interview, physician office interview, and family interview, the facility failed to initiate an order for Parkinson's medication upon admit, failed to cover the cost of the medication when the resident on skilled care, failed to notify the resident or resident representative the medication discontinued, failed to assess for adverse reactions to the discontinuation of the medication, failed to intervene when physical therapy first identified a regression of progress and emergence of Parkinson's symptoms, and failed to initiate a restorative maintenance program, for 1 of 5 residents reviewed for assessment and intervention (Resident #5). Resident #5 exhibited a regression in her third week of therapy ambulating half the distance as the week prior and stated she felt her Parkinson's symptoms had worsened. The facility reported a census of 38 residents.</p> <p>Findings include:</p>			
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	<p>The admission Minimum Data Set (MDS) assessment dated 4/9/19 identified a Brief Interview for Mental Status (BIMS) score of 14 without signs/symptoms of delirium. A score of 14 indicated intact cognition. The MDS revealed the resident required the extensive physical assistance of 2 persons for bed mobility, transfers, dressing, toileting, personal hygiene, and the resident did not walk in room or corridor during the assessment reference period. The MDS recorded the resident and direct care staff believed the resident capable of increased independence in at least some ADLs (Activities of Daily Living). The MDS documented diagnoses that included Parkinson's disease, difficulty walking, unsteadiness on feet, and weakness. The MDS recorded the resident started OT (Occupational Therapy) on 4/2/19 and PT (Physical Therapy) on 4/3/19.</p> <p>The Discharge Return Not Anticipated (DRNA) MDS assessment dated 5/6/19 revealed the resident required extensive physical assistance with bed mobility, transfers, dressing, toileting, personal hygiene, and the resident did not walk in room or corridor during the assessment reference period. The MDS recorded the resident ended OT and PT on 4/19/19.</p>				
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	<p>The care plan focus area initiated 4/2/19 identified a diagnosis of Parkinson's disease which placed the resident at risk for medical complications and declines in ability to complete ADL's with the progression of the disease process. The care plan directed staff to give medications as ordered by the physician and observe/document side effects and effectiveness.</p> <p>The hospital Clinical Summary dated 4/2/19 documented the resident with a hospital stay from 3/21/19 to 4/2/19. The discharge orders recorded no change made to the rotigotine medication, (a medication used to treat Parkinson's disease, also known as Neupro), 8 mg (milligrams) per 24 hour transdermal film, extended release patch; order to continue 1 patch topically once a day. The summary included documentation the resident last received a dose of rotigotine on 4/1/19. The Transfer Orders/Instructions included SNF (skilled) services necessary for continued skilled care needs.</p> <p>The Progress Notes dated 4/3/19 at 5:03 p.m. documented telephone orders received for admit to skilled care for PT/OT/ST (Speech) therapies to evaluate and treat.</p> <p>The Progress Notes dated 4/4/19 at 10:16 a.m., written by Staff A, Registered Nurse (RN)/MDS</p>				
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	<p>Coordinator, documented a message left with the physician's nurse to see about ordering a substitute or discontinue the patch (Neupro); waiting for a return phone call.</p> <p>On 4/4/19 at 2:20 p.m. the notes recorded a return phone call received with okay to discontinue the patch.</p> <p>The Order Summary Report dated 4/10/19 and signed by the physician 4/16/19 lacked documentation of an active order for the rotigotine patch.</p> <p>The Progress Notes dated 4/22/19 at 11:00 a.m. documented a call made to the physician's office about the Neupro patch and the physician's nurse stated it was discontinued due to costs. The facility informed the physician's nurse the family requested to start the patch and the nurse suggested a call to the insurance company before restarting.</p> <p>The Pharmacy Facility Delivery Log dated 4/22/19 at 3:55 p.m. recorded the facility received 30 of the Neupro 8 mg/24 hour patches and documented Private Pay.</p> <p>The next Progress Notes entry related to the patch occurred on 4/25/19 at 5:06 p.m. Staff A</p>			
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	<p>wrote she called pharmacy and the patch went through pharmacy with co-pay and family agreed to pay; pharmacy notified to send patch out that day. At 5:13 p.m., Staff A documented the patch delivered Monday (4/22/19) by pharmacy so medication reordered. At 6:20 p.m., Staff A documented care planning occurred for the resident and the patch reordered for her Parkinson's disease.</p> <p>The Order Summary Report dated 4/30/19 and signed by the physician 5/1/19 included documentation of an active order for rotigotine 8 mg/24 hour patch one time a day for Parkinson's disease that originated on 4/25/19 with a start date of 4/26/19.</p> <p>The April and May 2019 Mediation Administration Records (MARs) recorded the resident received rotigotine 8 mg/24 hour patch daily on the following days only: 4/26, 4/27, 4/28, 4/30, 5/1, 5/2, 5/3, 5/4, 5/5, 5/6. On 4/3, 4/4, and 4/29 the MAR entries documented OT; which according to the legend indicated other, see nurses notes. The nurses notes for 4/29/19 contained no information related to administration of the patch.</p>			
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	<p>The Progress Notes dated 4/29/19 at 7:12 p.m. recorded the resident approved to move to an acute assisted living facility. On 5/6/19 at 11:23 a.m. the notes recorded the resident transferred out of the facility to the acute assisted living facility transported by family.</p> <p>Therapy Documentation The Physical Therapy Plan of Care (POC) dated 4/3/19 documented therapy necessary for strengthening, conditioning, and balance; without therapy patient at risk for loss of function/increase dependence on caregivers.</p> <p>The Tinetti Assessment Tool is a simple, easily administered test that measures a resident's gait and balance. The test is scored on the resident's ability to perform specific tasks. It uses a 3-point ordinal scale of 0, 1 and 2. Gait is scored over 12 and balance is scored over 16 totaling 28. The lower the score on the Tinetti test, the higher the risk of falling. The Rehab Services Tinetti Assessment Tool- 4 week form documented results of combined balance and gait tests. The scores were as follows: 4/3/19 = 7/28; 4/10/19 = 9/28; 4/17/19 = 5/28. The results of the third week revealed a regression in gait and balance lower than when</p>			
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	<p>the resident started therapy on 4/3/19 indicating a high fall risk.</p> <p>The PT Daily Treatment Note dated 4/17/19 recorded the following informational note: Co-treat/supervisory visit with PTA (Physical Therapist Assistant); notes reviewed and Plan of Care discussed. Tinetti reassessed with score markedly decreased. Balance assessment -3 to 3/16 and -1 to 2/12 on Gait assessment for 5/28 (8/28 modified) for high fall risk with front wheeled walker. Patient regressed from minimum to maximum assist with sit to stands. The resident walked 5 feet (30 feet last week) with front wheeled walker with contact guard assist (contact with patient due to unsteadiness). Patient even commented that she felt her Parkinson's had really worsened. PTA and COTA (Certified Occupational Therapist Assistant) stated they noted decline since Monday (4/15/19). PTA to continue as per POC with therapeutic exercise, gait, neuro re-education, and the activity progressing as able.</p> <p>The PT Therapist Progress & Discharge Summary dated 4/19/19 recorded: Analysis of Functional Outcome/Clinical Impression - Discharged secondary to insurance stopped covering skilled days. The Tinetti was net +2 to</p>				
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	<p>9/28 (13/28 Modified) for high fall risk. However inconsistent with transfers varying minimum to maximum assist with sit to stands. Ambulation tolerance also varied 20 to 60 feet with front wheeled walker with contact guard assist.</p> <p>Discharge Plans & Instructions - LTC (Long Term Care); recommend RNP (Restorative Nursing Program) by facility once able to integrate and staff. The resident would be a candidate for walk to dines, walking less than or equal to 80 feet with front wheeled walker, standing frame, seated therapeutic exercises, and NuStep (recumbent stepper).</p> <p>The clinical record lacked documentation the Restorative Nursing Program initiated by the facility as recommended by the therapy department.</p> <p>Interviews On 8/14/19 at 4:00 p.m. a pharmacy representative reported the documentation on their end showed issues with insurance covering the Neupro patch to begin with (4/3/19) as the medication was not in their formulary. The pharmacy representative stated they sent the physician a PA (Preauthorization) form and thought it would be in the doctor hands after that as far as documentation and commented they send the requests via electronic software. The</p>			
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	<p>pharmacy representative stated on 4/22/19 the pharmacy sent the facility a box of 30 patches and since the facility would not have gone through them, they would not have sent more on 4/25/19. The pharmacy representative said the medication would have arrived at the facility no later than 4/23/19.</p> <p>On 8/14/19 at 4:12 p.m., the physician's nurse stated she showed no communication from the facility's pharmacy regarding a PA form around 4/3/19. The physician's nurse reported Staff A called the physician's office on 4/4/19. The physician's nurse reported Staff A said the resident used the patch at home but not at the facility and Staff A wanted to know if there was a substitute due to the high cost or if they should discontinue the medication if no other substitutes. The physician's nurse stated the physician responded let's just discontinue the patch. The physician's nurse stated on 4/22/19 the facility reported the son wanted the medication back and a fax sent to the facility's pharmacy for the Neupro patch.</p> <p>On 8/14/19 at 4:41 p.m., Resident #5's family member reported they spoke with the physician's nurse who had cared for the resident for 14 years. The family member stated they were told by the physician's nurse the facility called to inform them</p>			
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	<p>the family said the Neupro medication too expensive, however, the family member denied that stating they never complained about the high cost. The family member expressed concerns the medication was discontinued without notifying them as they were willing to pay out of pocket for the medication if needed. The family member reported they were concerned about their mother declining in physical therapy at that time so they checked with the facility to ensure the resident receiving the Neupro medication. The family member stated on 4/20/19 they found out the resident not getting the medication and requested the medication be restarted. The family member commented they knew the medication delivered to the facility on 4/22/19 but the facility delayed starting the medication until 5 days later. The family member expressed concern their mother declined in progress of therapy after the discontinuation of the Parkinson's medication.</p> <p>On 8/15/19 at 10:15 a.m., Staff A recalled Resident #5 admitted to the facility under skilled care and the Neupro (rotigotine) patch expensive as was some \$700 to \$800. Staff A reported she was told to try to get a substitute for the medication; Staff A responded she thought the former DON asked her to call the doctor to ask as the facility was responsible to cover the cost. Staff A reported when the resident came off of</p>				
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	<p>skilled care, they then got the rotigotine patch ordered as the resident started having a decline in her Parkinson's disease. Staff A commented she recalled calling pharmacy as she could not find the patch according to her documentation on 4/25/19 (Thursday). Staff A stated the pharmacy said they sent the patch out on Monday (4/22/19), so they resent them as she couldn't find them. Staff A clarified the high cost as the reason for the patch discontinuation when the resident initially entered the facility. Staff A responded she didn't remember asking the resident or the family to pay for it. Staff A stated she talked to the resident but did not recall asking her to pay for it. Staff A responded normally she would notify the family or resident about medication changes and typically documented the notification in the progress notes. Staff A did not recall any fax documentation pertaining to the authorization of the patch; she thought communication was just with phone calls made back and forth with pharmacy and the physician's office. Staff A confirmed the facility would have been responsible for the cost of the rotigotine patch while the resident on skilled care, even with a Medicare replacement plan as the payor source. Staff A responded restorative documentation in the computer, therapy writes recommendations and then goes into PCC (electronic chart).</p>			
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	<p>On 8/15/19 at 10:40 a.m., the Director of Nursing (DON) responded if a resident received Medicare or a Medicare replacement plan, the facility is responsible for the cost of resident medications. The DON commented the facility completes a screen for potential new admissions and reviews their medications for potential high costs. The DON confirmed the facility would have been responsible for the cost of Resident #5's medication at the time of admit, including the rotigotine patch.</p> <p>On 8/15/19 at 11:00 a.m., the DON reported she was unable to find restorative program notes for Resident #5.</p> <p>On 8/15/19 11:40 a.m., the DON said couldn't find the order signed by the physician 4/22/19 for the patch. The DON stated sometimes the doctor sends the pharmacy the order and then facility did not know about the order. The DON stated the facility couldn't give the medication if they didn't have the written order. The DON provided a copy of the pharmacy delivery slip to show the patch for Resident #5 delivered 4/22/19. The DON acknowledged she would have expected staff to clarify 4/22/19 why they received the patch if no order. The DON stated Staff A entered the order into the computer as a written order (therefore the would be looking for an actual written script).</p>				
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	<p>On 8/19/19 at 12:45 p.m. a follow-up phone call placed to the physician's office. The physician's triage nurse reported the resident transferred her care from them on 6/21/19. The physician's triage nurse stated they had documentation to show the daughter was upset the medication had been stopped. The physician's triage nurse identified the resident her own POA (Power of Attorney) and reported loss of function of her right leg at that time. The physician's triage nurse stated the facility called 4/4/19 to report the medication cost too high and asked for a substitute. The physician's triage nurse stated the physician said there were no other substitutes so if the medication too high a cost they would just discontinue it. The physician's triage nurse stated their record showed the resident's abilities declined and had they not got a call from the facility about the high cost then the resident would have remained on the medication.</p> <p>FACILITY RESPONSE:</p>			
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