

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

Citation Number: <b>7054</b>		Date: <b>November 20, 2019</b>		
Facility Name: <b>Oakland Manor</b>		Survey Dates: <b>September 30 – November 5, 2019</b>		
Facility Address/City/State/Zip <b>Oakland Manor</b> <b>737 North Highway</b> <b>Oakland, IA 51560</b>	JM			
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

<b>58.19(2)</b>	<p><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:</p> <p><b>58.19(2) Medication and treatment.</b></p> <p><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><i>j.</i> 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><b>DESCRIPTION:</b></p> <p>Based on clinical record review, staff and physician interviews, and facility policy review, the facility failed to provide needed referrals, treatments and staff communication of status changes regarding a skin abrasion that worsened to the point that the Achilles</p>	I	\$8,500	Upon Receipt
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Page 1 of 13

Facility Administrator

Date

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	<p>tendon, fat, and connective tissue were visible. The area became infected, sepsis developed, and the resident required hospitalization, surgery, and a right leg (below the knee) amputation for 1 of 2 discharged residents reviewed (Resident #3). The facility identified a census of 41 current residents.</p> <p>Findings include:</p> <p>According to the Minimum Data Set (MDS) assessment tool dated 3/13/19, Resident #3 had diagnoses that included heart failure, high blood pressure, diabetes mellitus, anxiety, depression, atrial fibrillation and weakness. The assessment documented the resident had an intact memory and cognition as evidenced by a brief interview for mental status score of 15. The assessment recorded Resident #3 did not walk, required the assistance of two staff with transfers and dressing and the assistance of one staff with bed mobility, eating, toilet use and personal hygiene. Resident #3 had the risk of developing pressure ulcers and had one Stage 3 ulcer at the time of the assessment. The MDS documented treatments that included pressure reducing devices for her chair and bed.</p> <p>The resident's Care Plan, revised on 1/14/19, documented Resident #3 had the potential for skin breakdown related to obesity, diabetes, peripheral</p>			
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Page 2 of 13

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neuropathy, peripheral vascular disease and previous wounds. Interventions included to consult with the wound clinic per orders and to consult with a wound nurse specialist as needed. The Care Plan also directed staff to provide wound treatments as ordered.  During an interview on 9/30/19 at 3:15 p.m. the DON (Director of Nursing) stated she is the facility's primary wound nurse. When asked, she reported she documented assessments in the Skin QI logs but had not transferred them to the facility's electronic health record yet.  A Nurses note dated 4/17/19 at 11:49 p.m. documented a dressing to the resident's right Achilles as clean, dry, and intact. The progress notes did not identify a source of the right Achilles wound.  During interview on 10/2/19 at 9:35 a.m., the DON stated the facility had no incident report, no progress note entries, and no investigation as to the injury to the resident's right Achilles. She thought the injury may have occurred during a surface to surface transfer or a bath.  The Skin Quality Improvement (QI) Log for Non-Pressure skin conditions (used by the facility to document wound assessments and treatments) recorded the following information:			
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Page 3 of 13

Facility Administrator

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	<p>a. 4/16/19 - Resident #3 had an abrasion to her right Achilles which measured 2 by 2 cm (centimeters) and had no depth. The treatment included a collagen matrix covered with a bordered foam dressing to be changed daily (the resident's clinical record did not contain an order for this treatment).</p> <p>b. 4/23/19 - The right Achilles abrasion measured 2 by 2 cm and treatment continued with collagen matrix covered with a bordered foam dressing to be changed daily.</p> <p>c. 4/30/19 - The right Achilles abrasion now measured 3 by 1 cm with a depth of 0.1 cm, worsening, with a treatment documented as moistened Aquacell covered with a foam dressing and Kerlix (the resident's clinical record did not contain an order for this treatment).</p> <p>d. 5/7/19 - Measurements and treatment remained unchanged from 4/30/19.</p> <p>e. 5/14/19 - The right Achilles abrasion measured 2.5 by 2 cm with a depth of 0.1 cm with continued treatment of moistened Aquacell covered with a foam dressing and Kerlix.</p> <p>f. 5/21/19 - Measurements and treatment remained unchanged from 5/14/19.</p> <p>g. 5/28/19 - The right Achilles abrasion measured 2.5 by 2.5 cm with depth of 0.3 cm. The log documented treatment of collagen sprinkles and bordered foam dressing. Staff documented the wound had worsened.</p> <p>h. 6/4/19 - The abrasion measured 2.8 by 2.0 cm with a depth of 0.2 cm., improving, with treatment of</p>			
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Page 4 of 13

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	<p>hydrogel/collagen matrix AG covered with a foam dressing.</p> <p>i. 6/11/19 - The resident's right Achilles abrasion measured 4 by 3 cm with a depth of 0.2 cm, improving, with treatment of hydrogel/collagen matrix AG covered with a foam dressing changed twice a day.</p> <p>j. 6/18/19 - The right Achilles abrasion now measured 6.5 cm by 3.9 cm with a depth of 1 cm. Treatment included Betadine with a foam dressing and Kerlix wrap.</p> <p>k. 6/25/19 - The wound measurements and treatment were unchanged from 6/18/19.</p> <p>During interview on 10/2/19 at 10:10 a.m., the DON stated she would call the physician's office to find the orders for Resident #3's wound care as documented on the 4/16 and 4/30/19 documented in the Skin QI Log for Non-Pressure skin conditions. On 10/14/19 at noon, the DON stated she looked through all of Resident #3's records and could not find the wound treatment orders of 4/16 and 4/30/19.</p> <p>The resident's Progress Notes documented the following:</p> <p>a. 5/27/19 at 7:51 p.m. - A Nurses note documented the open area of the resident's Achilles wound as slightly reddened around the edges with an open area of connective tissue and a faint, foul odor.</p>			
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Page 5 of 13

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b. 5/31/19 at 2:58 p.m. - A Skin/Wound Note documented an odor and some drainage present to the right Achilles wound. c. 6/1/19 at 4:35 a.m. - A Skin/Wound Note documented a minimal amount of drainage present to the wound, with an odor noted and appearance of different stages of healing. d. 6/8/19 at 2:22 p.m. - A Skin/Wound Note documented the wound continued to have an odor and had a small amount of drainage at that time. e. 6/12/19 at 1:52 p.m. - A Skin/Wound Note documented staff changed the right Achilles dressing, noting scant drainage and continued odor. f. 6/13/19 at 10:14 a.m. and 6/14/10 at 10:37 am - Both documented moderate drainage and odor from the right Achilles wound. g. 6/19/19 at 2:08 p.m. - Treatment to the right Achilles recorded and the wound had no odor. The note documented the resident currently received an antibiotic. h. 6/20/19 at 1:38 p.m. - During a dressing change, staff noted a foul odor to the wound with scant drainage and redness and warmth to her right leg. i. 6/24/19 at 8:05 p.m. - Staff cleansed the resident's right Achilles wound and noted a foul odor present in the room without dressing removal. j. 6/26/19 at 2:49 p.m. - The resident complained of right leg pain at a 10 on a 0-10 scale, with 10 being the worst imaginable pain. Staff gave the resident two				
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Page 6 of 13

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	<p>Tylenol per orders.</p> <p>k. 6/27/19 at 9:58 a.m. - The resident admitted to the hospital with sepsis (blood infection).</p> <p>On 10/14/19 at 10:20 a.m. the DON stated nurses would not document the appearance of a resident's wound when providing treatments, but would document the appearance of a dressing (despite the presence of odor with dressing changes).</p> <p>Review of the resident's clinical record revealed no physician orders for the treatments documented in the Skin QI - Non Pressure Log on 4/16 and 4/30/19. On 10/14/19 at noon, the DON stated the 4/16/19 and 4/30/19 wound treatment orders could not be found.</p> <p>The Physician's Order and Progress Notes dated 6/14/19 revealed Resident #3 transferred care from her previous physician because she did not wish to travel for visits to her prior physician's office. The resident's new care provider documented the resident had a post calf wound being addressed by (the) wound care (clinic) and ordered a wound care consult, Doxycycline (an antibiotic) 100 mg twice daily for 14 days, and blood tests.</p> <p>The Wound clinic progress note dated 6/18/19 documented Resident #3 had a new ulcer on the back of her right ankle with an exposed tendon and a foul</p>			
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Page 7 of 13

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<p>odor. The note revealed the resident had no cellulitis or redness of the foot or ankle and did not complain of pain during the visit. The Wound clinic staff identified the wound as a Stage 4 wound with etiologies (the cause(s) or manner of causation of a disease or condition) of pressure and diabetic wound ulcers of the lower extremities. The right ankle wound measured 16.4 by 4 cm with a 1 cm depth with visible tendon, fat layer and fascia (a band or sheet of connective tissue beneath the skin that attaches, stabilizes, encloses, and separates muscles and other internal organs). The wound showed a large amount of drainage and a foul odor after cleansing. Wound clinic staff identified a small area of granulation (healing) tissue in the wound bed and large amount of necrotic (dead) tissue in the wound bed.</p> <p>The facility's Discharge list documented Resident #3 discharged from the facility on 6/27/19.</p> <p>Resident #3's Hospital Discharge Document dated 7/8/19 documented she admitted directly to the hospital on 6/27/19 for septic shock from right acute on chronic wound infection. The resident was found to have sepsis (blood infection) due to a right foot infection. She immediately started on intravenous fluids and broad spectrum antibiotics. The resident underwent a right leg (below the knee) amputation and discharged from the hospital to another nursing facility</p>				
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Page 8 of 13

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	<p>on 7/9/19.</p> <p>On 10/7/19 at 9:22 a.m. the resident's former physician stated she last saw Resident # 3 in December of 2018. The resident should have had a follow up appointment in February of 2019, but did not come or was not scheduled. The physician's records showed little information regarding the right Achilles tendon tear and she had no records of facility staff requesting treatment changes on 4/16 or 4/30/19. The physician stated if facility staff contacted them after hours, clinic staff would phone or fax orders. The facility then sent the orders back for signature and they scan them into the clinic EMR (electronic medical record). The physician stated they had no records for any wound orders for 4/16 or 4/30/19. The facility sent the physician faxes on 5/16/19 and on 6/5/19 stating the right Achilles tendon wound was healing well. In June 2019, she received a call from the wound care physician. He informed her the resident's Achilles wound was infected and he could see her tendon; he asked what they should do and she recommended the resident be seen in the hospital. Following review of the facility's documented assessments, the physician wondered how the wound have changed so much in that short period of time. However, if the wound was worsening, they should have contacted the physician or the Wound clinic immediately. Resident #3 had been seen for a long time by the Wound clinic, so they were</p>			
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Page 9 of 13

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	<p>familiar with her care. The resident also stayed in close communication; she cared about her own health. They really should have been looking at her wounds every day, weekly would not have been sufficient for her.</p> <p>On 10/15/19 at 10:50 am, when asked why Resident #3 had no referral to the Wound clinic until 6/19/19, the DON stated they made the referral in June when the resident started seeing a new physician. The DON stated the wound appeared to be healing and she is usually pretty good at healing resident wounds. When the wound worsened, she requested a Wound clinic referral.</p> <p>On 10/29/19 at 1:46 p.m., Staff A, RN (Registered Nurse) stated that if she assessed changes in a resident's wound, she would communicate the changes to the DON via a phone call or text and tell the oncoming shift. Staff A stated she has called the DON if she was really concerned.</p> <p>On 10/29/19 at 1:50 p.m., Staff B, RN stated put any changes in a resident's wound status on the facility's 24 hour report and in the resident's clinical record. She would also tell the oncoming shift.</p> <p>On 10/29/19 at 1:54 p.m., the DON stated nurses usually tell her of any changes to a resident's wound.</p>			
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Page 10 of 13

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	<p>She did not recall anyone telling her the resident's right Achilles wound had an odor, but sometimes wounds have odors. She did not recall any odors when assessed Resident #3's wound.</p> <p>The facility's Skin Management Guidelines, revised 7/17, and primarily offered information about treatment of pressure injuries. The facility submitted the guidelines when requested to provide direction regarding wound prevention, assessment and treatment. The guidelines instructed that At-Risk review meetings would be conducted to review/discuss residents identified at risk or with compromise, treatment modalities and interventions and recommendations based on interdisciplinary evaluation. Under the section titled Lower Extremity Ulcers, the guidelines instructed staff to monitor the area closely during treatment to evaluate the appropriateness of the treatment regimen and that consultation with a Certified Wound Care Nurse or surgeon may be appropriate.</p> <p><b>FACILITY RESPONSE:</b></p>			
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Page 11 of 13

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