

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

Citation Number: <b>7052</b>		Date: <b>December 10, 2019</b>		
Facility Name: <b>Garden View Care Center</b>		Survey Dates: <b>October 1 – December 10, 2019</b>		
Facility Address/City/State/Zip  <b>1200 West Nishna Rd. Shenandoah, IA 51601</b>		<b>JKM</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(2)j</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>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, facility policy review, and interviews, the facility failed to provide accurate and timely interventions for residents who had an onset of adverse symptoms which represented a change in condition for 2 of 4 resident records reviewed (Resident #1 and Resident #3). Resident #3 admitted to the facility on 9/4/19. The resident's Progress Notes failed to contain an admission assessment to determine the resident's baseline condition at the time of her arrival to the facility. Review of the resident's medical record revealed the facility staff failed to consistently provide adequate assessments and timely interventions when</p>	<b>I</b>	<b>\$10,000 (held in suspension)</b>	<b>Upon Receipt</b>
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	<p>Resident #3 underwent significant changes in condition, including a temperature of 103.9. This resulted in acute hospitalization and treatment for sepsis on 9/9/19. The resident returned to the facility on 9/17/19. However, she was again transferred back to the hospital after requiring intubation and transport via emergency medical helicopter on 9/25/19. At that time, the resident was admitted to ICU with a temperature of 101.2 degrees F. Resident #3 passed away at the hospital on 10/6/19. This constituted an Immediate Jeopardy to resident health and safety. The facility identified a census of 46 current residents.</p> <p>Findings include:</p> <p>1. The Admission Record for Resident #3 documented the resident admitted to the facility on 9/4/19 from another nursing facility with diagnoses that included type II diabetes mellitus, hypertension, delusional disorder, major depressive disorder-single episode, chronic obstructive pulmonary disease (COPD), osteoarthritis, gastro-esophageal reflux disease, schizophrenia, unspecified psychosis, pseudobulbar affect, repeated falls and urinary tract infection (UTI).</p> <p>The resident's Progress Notes failed to contain a head-to-toe admission assessment to determine the resident's baseline condition at the time of her arrival to the facility.</p> <p>The Baseline Care Plan completed 9/4/19, completed by the MDS Coordinator/director of nursing (DON)</p>			
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	<p>documented the resident was alert and cognitively intact, and communicated verbally. The resident was dependent on 2 staff and a mechanical full-body lift for transfers, required set-up assistance for eating, and required observation for behaviors. The Care Plan also the documented the resident demonstrated both bowel and bladder incontinence.</p> <p>The Progress Notes entry completed by Staff L, a corporate employee registered nurse (RN), on 9/8/19 at 5:15 PM for an effective date of 9/6/19 at 7:00 PM (late entry) documented the resident was lethargic with an oxygen saturation of 96 % on room air, lungs clear and had no cough or shortness of breath. The entry also documented the resident had no intake at dinner.</p> <p>Review of the Medication Administration Record (MAR) for September, 2019 revealed a nursing order entered by the DON which directed nurses to complete and document a head-to-toe assessment of the resident every shift regarding how the resident completed activities of daily living, and chart any behaviors or abnormalities because the resident not able to communicate as well as when admitted to the facility. The order specifically requested for staff to address if the resident could make needs known and speak in complete sentences, and, if not, what staff did to meet the resident's needs. The entry also documented labs and a urinalysis (UA) had been requested.</p> <p>During interview on 10/3/19 at 3:05 PM the DON stated she entered the nursing order for the head-to-</p>			
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	<p>toe assessment every shift for the resident because when she worked part of shift as charge nurse on 9/6/19, CNA staff had reported to her the resident did not seem to be as alert and active as she had been on the day she entered the facility. She stated did not personally assess the resident, but wanted to alert nursing staff to monitor the resident and expected them to follow the nursing order. She stated she did not follow-up with charge nurses or CNA's to check on the status of the resident after she entered the nursing order on 9/6/19.</p> <p>Review of the Progress Notes revealed no head-to-toe assessment, or assessment of the resident's abilities as directed by the nursing order, documented on 9/6, 9/7 or 9/8.</p> <p>An Order Details dated 9/5/19 at 11:24 AM documented the facility received an order from the resident's primary care physician to draw a hemoglobin A1C, lipid panel, thyroid stimulation hormone (TSH) level and basic metabolic profile every 6 months starting on the 5th of the month. The Progress Notes Entry completed by Staff L on 9/8/19 at 5:16 PM for an effective date of 9/6/19 at 9:00 PM (late entry) documented blood drawn from the resident's right hand and taken to the hospital by a facility certified nursing assistant (CNA). Review of the resident's clinical record revealed no lab results for this lab draw that had been ordered by the physician.</p> <p>During inquiry on 10/3/19 a medical records representative of the hospital reported the hospital had</p>			
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	<p>not received or processed a blood specimen from Resident #3 on or during 9/5-9/7/19.</p> <p>A Progress Notes entry completed on 9/7/19 at 5:15 PM by Staff P, RN former facility employee, documented the resident's blood sugar measured 500 and sliding scale insulin given by subcutaneous injection. The Progress Notes entries after this date are as follows:</p> <p>a. 9/7/19 at 6:19 PM entry completed by Staff P documented the resident's blood sugar measured 441. Staff gave 25 units (u) of Humalog insulin and contacted the resident's primary care physician.</p> <p>b. 9/8/19 at 7:33 AM entry completed by Staff P documented the resident was in bed and lethargic with a blood sugar of 228.</p> <p>c. 9/8/19 at 8:35 AM entry completed by Staff P documented the resident was in bed, lethargic and does not awaken easily. The resident's oxygen saturation level measured 84% and the resident started on oxygen at 2 liters per minute (LPM) per nasal cannula. Review of the resident's clinical record revealed no notes or entries that showed staff had contacted the physician for an order to administer oxygen.</p> <p>d. 9/8/19 at 9:38 AM entry completed by Staff P documented the resident's oxygen saturation level as 86 % on 2 LPM oxygen and the resident sent to the emergency room after order received from the resident's primary care physician.</p> <p>e. a late entry created 9/9/19 at 5:04 AM by Staff Q, licensed practical nurse (LPN) staffing agency</p>			
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	<p>employee, for an effective date of 9/7/19 at 10:00 PM documented the resident in bed with eyes her closed, but did respond to painful stimuli by opening her eyes. The entry further documented staff would continue to monitor for any changes.</p> <p>f. 9/9/19 at 3:58 AM entry documented the resident admitted to the hospital with diagnoses of sepsis and stroke.</p> <p>The Patient Care Report completed by the emergency medical services (EMS) dated 9/8/19 at 10:10 AM documented the resident found unresponsive with left facial droop and labored breathing. EMS had rated the resident's initial condition as critical.</p> <p>The Emergency Department (ED) Provider Note dated 9/8/19 at 11:58 AM documented nursing home staff reported the resident had been acting differently with loss of consciousness, unresponsive for possibly greater than 6 hours. The notes showed the resident presented in the emergency room as unresponsive even to deep sternal rub, with questionable facial droop noted. The resident's temperature measured 103.9 degrees, heart rate 119, respirations 48, nonresponsive pupils and a blood sugar of 475. The hospital's Authorization for Transfer dated 9/8/9 documented the resident transferred to ICU in another medical facility for the diagnosis of stroke.</p> <p>The Synopsis report completed by a physician at the receiving hospital on 9/8/19 at 2:45 M documented the resident unresponsive to painful stimuli, eyes are open at forced gaze to the left and the resident assessed to</p>			
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	<p>have the following medical problems:</p> <p>acute respiratory failure severe dehydration hyperglycemia hypernatremia metabolic encephalopathy UTI</p> <p>The synopsis further documented the residents acute mental status change appeared to be due to sepsis (infection in the bloodstream) or diabetic ketoacidosis rather than a stroke.</p> <p>During interview on 10/17/19 at 9:40 AM Staff P stated she could not recall the resident but said that anything she would have done for the resident would be documented in the Progress Notes.</p> <p>Review of the daily scheduled revealed Staff G,CNA assigned to the resident's hall on 9/5/19 on the 6 AM-2 PM shift. During interview on 10/3/19 at 10:40 AM Staff G stated she only cared for the resident 1 time when she first admitted to the facility and she could not recall anything unusual with the resident.</p> <p>During interview on 10/3/19 at 2:06 PM Staff B, CNA, stated she worked with the resident the day she admitted to the facility and a couple of days later. Review of the schedule revealed Staff G assigned to care for the resident on 9/4 and 9/6. She stated the resident was alert, and although she did not initiate conversation she would answer questions and did try</p>			
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	<p>to assist herself during care. She stated the resident did feed herself the day she came in but a few days later when she worked with her she required assistance. The resident acted sleepy but she was not sure if that was normal for the resident or not.</p> <p>During interview on 10/16/19 at 2:36 PM Staff R, CNA, stated she recalled working with the resident on 2 days before she went to the hospital. Review of the schedule revealed Staff R assigned to the resident on 9/6 and 9/7. She stated the resident appeared really lethargic and did not answer questions and had trouble comprehending what staff said to her, She stated she reported this to the DON because she had not been sure if this was normal for the resident. She worked with Staff B and she thought the resident acted more lethargic than the day she came in. She stated the resident remained in bed for supper because she was so tired.</p> <p>The resident re-admitted to the facility from the hospital on 9/17/19. The Progress Notes entry completed by Staff D, licensed practical nurse (LPN) at 6:31 PM documented the resident noted to have decreased appetite to day and also some congestion. Staff D sent a fax to the resident's physician regarding these findings.</p> <p>The next Progress Notes entry completed by Staff E, agency staff LPN, on 9/25/19 at 2:15 AM documented staff observed the resident with shallow, quick breaths and an oxygen saturation level of 76% on room air at approximately 9:30 PM on 9/24/19. Staff E</p>			
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	<p>documented she applied oxygen to the resident at 2 LPM and her oxygen saturation between 82-87%. The note documented the previous shift nurse stated the resident may have aspirated (no notes identified in the progress notes to corroborate this). The resident's vital signs measured 98.9 degrees, respirations 24 and blood pressure 120/70 and the resident's pulse fluctuating between 56-120. The resident continued with shallow, quick breaths and fluctuating oxygen saturation levels. Staff E checked the resident's blood sugar, and repeated it, and the glucometer determined the results as "HI".</p> <p>At midnight Staff E documented she called the DON and left a message and then called the administrator who told her he wanted the resident to be seen in the emergency room. Staff E increased the resident's oxygen flow to 3 LPM. Staff E contacted the hospital in town and a physician directed her to call the resident's physician who is associated with another hospital. Staff D then called the primary care physician's affiliated hospital and received an order at 1:00 AM to send the resident to the hospital in town.</p> <p>The Patient Care Report dated 9/25/19 documented the ambulance personnel dispatched to the facility at 1:09 AM and at the patient's side at 1:13 AM. The resident's skin, warm, pale and clammy, lungs sound decreased with rhonchi/wheezing bilaterally, had sinus tachycardia (rapid heart rate) and the resident was unresponsive. The resident's pulse measured 120, blood pressure 114/74, respirations 24 and labored, oxygen saturation 81% and blood sugar reading of</p>			
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	<p>576. The narrative note documented the staff at the facility reported the resident had had an oxygen saturation level of 70-80% since approximately 7:30 PM the evening before and also reported the resident may have aspirated last night. The paramedic applied oxygen at 15 LPM and also intubated the resident. The ambulance personnel turned care of the resident over to medical helicopter personnel at 1:55 AM.</p> <p>The hospital history and physical reported dated 9/25/19 at 6:22 AM documented the resident arrived to the hospital via medical helicopter on mechanical ventilation and remained unresponsive to painful stimuli. The resident's most recent vital signs were temperature of 101.2 degrees F, heart rate 107, respirations 30, blood pressure 97/51 and oxygen saturation 94% and on a ventilator.</p> <p>The resident presented with the principal problem of altered mental status with hyperglycemia, hypotension, hypernatremia, hyperkalemia, and significant abdominal distension, possibly due to bowel obstruction. The resident admitted to ICU. The resident passed away at 10/6/19 at the hospital.</p> <p>Review of the schedules revealed Staff G, certified nursing assistant (CNA) assigned to the resident on the 6 A-4 PM shift on 9/24/19 and she and Staff F, CNA worked together to care for her. Staff G stated that when they got the resident up in the morning, it looked like she had something in her mouth that looked like cottage cheese. She reported this to Staff D, charge nurse. Staff G stated Staff D later told her</p>			
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	<p>she cleaned out the resident's mouth and got out what looked like peaches. Staff G stated the resident sounded "rattley" and was very lethargic and she reported that to Staff D as well. Staff G stated she did not get the resident up for lunch because of her lethargy.</p> <p>Later on in the day Staff G stated she observed Staff D in the hallway outside the resident's door. Staff D told her she could not do a good assessment of the resident while she lay in bed. She and Staff F told Staff D they would get the resident out of bed so she could assess her but reported Staff D never responded to the offer. She and Staff F asked Staff D several times that day to check on the resident because of her change in condition, and added in the last 3-4 months it has been difficult to get charge nurses to follow up on the concerns they bring to them.</p> <p>During interview on 10/3/19 at 1:40 PM Staff F stated she and Staff G worked together on 9/24/19 on the 6 AM-2 PM to care for the resident. She stated the resident sounded "raspy" and lethargic; she stated when the resident looked at her she said appeared she "looked through her." She and Staff G talked to the resident but she did not respond. When the assisted the resident up for the day they noted she had what appeared to be "melted" medications on the side of her mouth. She reported this to Staff D, charge nurse. Staff F stated she and Staff G reported the resident's change of condition to Staff D every time they cared for the resident.</p>			
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	<p>During interview on 10/16/19 at 6:10 PM Staff J, CNA stated she cared for the resident on 9/24/19 on the 2 PM-10 PM shift. Staff J stated the resident leaned to the side when she sat in her wheelchair. The resident would not stay awake when she fed her and tapped her on the arm and asked her to wake up; she said the resident would rouse, take a bite and then doze off again. She stated she reported this to Staff E. Staff J reported the resident had really labored breathing. She said the resident usually lay in bed on her back with her hands on her chest and would look at staff, but on this day the resident breath in deeply and was "puffing". Staff J said she thought the resident's oxygen saturation level tested at 74% as she checked it. She reported this to Staff E and she applied oxygen to the resident. She stated Staff E directed her to check the resident's oxygen saturation level every 20-30 minutes and she did so. Around midnight the resident's saturation level was around 83%. She reported this to Staff E, who took the resident's temperature and then left the room to make calls; she stated she knew the nurse had to call around to get the resident assistance. She stated the resident changed quickly in 4 hours. The resident usually would usually look at them when speaking and moved her head towards them; on this day the resident did not.</p> <p>During interview on 10/16/19 at 4:35 PM Staff I, CNA, stated she worked 6 PM-6 AM on 9/24-9/25/19. Staff reported to her the resident did not feel well and had not eaten. She tried to get the resident to eat and drink but the resident would not accept anything. She stated it was hard to get the resident to wake up and she</p>			
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	<p>breathed abnormally. She stated she reported this to Staff E, temporary agency LPN.</p> <p>Between 8:30-9:30 PM she entered the resident's room to check on her and noticed the resident breathed "loudly", deeply and slowly and she could not wake her up. She stated the resident would not respond to either her or Staff J. She reported to Staff E the resident's was not breathing right. She checked the resident's oxygen saturation and it measured 76%. She reported this to Staff E and she said she would put oxygen on her.</p> <p>Staff E directed her to check the resident's oxygen saturation level throughout the shift. Staff I stated she did so and reported the readings to Staff E about every half hour.</p> <p>Around midnight the resident's oxygen saturation level dropped and it do not seem the oxygen help the residents. She reported Staff E checked on the resident and then left the room to make phone calls.</p> <p>During interview on 10/15/19 at 12:40 PM Staff D reviewed the resident's nursing order which directed a head-to-toes assessment of the resident every shift and acknowledges she did not complete an assessment of the resident on 9/24/19, but did measure the resident's vital signs. She stated Staff G reported to her the resident did not have a good appetite and she left the resident in bed at lunch. She stated the resident had nasal congestion but there were other residents in the facility with the same thing.</p>			
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Facility Address/City/State/Zip  <b>1200 West Nishna Rd. Shenandoah, IA 51601</b>				
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	<p>She stated she did clean the outside of the resident's mouth and along the inner gum line on one side after staff asked her if she had given the resident medications because there was something in and on her mouth and got a whitish old substance out of her mouth. She stated she did not recall she reported to oncoming nurse Staff E the resident may have aspirated and not sure why she would have said that she did.</p> <p>During interview on 11/1/9 at 11:45 AM Staff D stated many residents at the facility had upper respiratory symptoms which included cough and congestion. She thought maybe the resident had the same thing. She stated she might have checked the resident's oxygen saturation level but does not recall what the result may have been. She did go to the resident's room to complete a lung assessment but could not complete it because the resident lay in bed on her back. She stated she did not ask for assistance to complete the assessment and could not recall if Staff F and/or G offered to get the resident out of bed to do her assessment.</p> <p>Staff D stated she knew the resident did not feel well and she faxed the doctor at the end of her shift to inform him of the resident's throat and nasal congestion.</p> <p>During interview on 10/15/19 at 6:20 PM Staff E stated 9/24/19 was the 2nd day she worked in the facility and her 2nd day as a temporary agency nurse. She stated</p>			
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	<p>she received no orientation to the facility and not familiar with residents. She stated that during report on 9/24/19 Staff D told her to watch the resident closely as may have possibly aspirated but she did not asked her any details and Staff D did not offer any. She stated CNA staff reported the resident acted differently and had shallow respirations. She applied oxygen to the resident. She stated she checked the resident's oxygen saturation level but did not document it. Around midnight she increased the resident's oxygen to 3 LPM because an on-call physician at the local hospital told her to do so but she did not document the call and did not write the order for it. She stated she checked the resident's blood sugar and the meter read "HI" but she did not review the glucometer manual to find out the meter's parameters.</p> <p>The user guide for the facility's blood glucose monitoring system directed the following:</p> <p>Page 38: Caution: If you see "HI" or "LO" displayed the patient's blood glucose level may be above 600 mg/dL (milligrams/deciliter). Repeat the blood glucose test. If you receive the same result, contact the patient's physician or healthcare provider.</p> <p>She stated she had to make several calls to get an order to send the resident to the hospital. She did not call 911 because in other facilities when she had worked you could not send a resident to the hospital without a physician order.</p> <p>The facility's Oxygen Administration policy dated 1/13</p>			
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	<p>directed the following: Procedure: 1. Verify physician's order to include, but not be limited to: flow rate duration of use (PRN (as needed), continuous, etc.) parameters for monitoring oxygen saturation, as indicated</p> <p>The facility's Pulse Oximetry (oxygen saturation test) policy dated 1/13 directed the following: Procedure 1. Verify physician's order to include, but not limited to: pulse biometry with or without oxygen continuous or spot check</p> <p>15. Document the following: date and time type of probe used oxygen saturation reading oxygen concentration, or liter flow, as applicable describe if resident/patient was at rest or exercising respiratory rate resident/patient response to the procedure</p> <p>17. Notify the physician of any changes or concerns.</p> <p>The facility's Clinical Change in Condition policy dated 6/2015 directed the following: Overview</p> <p>The Interdisciplinary team strives to identify and</p>			
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	<p>manage all resident's/patients that are experiencing a change of condition. Daily observation and communication is important in identifying changes in a resident/patient that requires further investigation.</p> <p>Daily observation includes, but is not limited to:          participation in daily routines          physical assessment (i.e., cardiovascular, respiratory, mental status, neurological)          behavior          mobility          comfort level          response to medications</p> <p>Procedure</p> <p>1. Assess resident/patient clinical status when a change of condition is identified. This may include but is not limited to:          vital signs          lung sounds          pulse ox (oxygen saturation level)          mental/neurological status          bowel sounds          skin color, turgor, temperature          pain</p> <p>2. Review the resident/patient medical record including but not limited to:          primary diagnosis and medical history          lab work          medication changes          changes in nutritional status          advance directives</p>			
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	<p>allergies</p> <p>3. Review resident/condition with an RN. A telephonic review is acceptable. Note: If situation requires emergency attention this is not applicable.</p> <p>4. Contact the physician and provide clinical data and information about the resident/patient condition Documented notification and physician response in the resident/patient medical record. Initiate any new physician orders.</p> <p>2. The MDS dated 8/6/19 documented diagnoses that included aphasia and Non-Alzheimer's type dementia for Resident #1. The same MDS documented the resident unable to complete a Brief Interview of Mental Status test, experienced hallucinations and delusions and required extensive assistance for completion of all activities of daily living.</p> <p>The care plan problem initiated 1/14/19 identified the resident has impaired cognitive function/dementia or impaired thought processes and directed staff to communicate with the resident/family/caregivers regarding resident capabilities and needs. The care plan problem initiated 1/14/19 documented the resident requested a do not resuscitate (DNR) order and directed staff to notify the family or resident condition changes.</p> <p>A Progress Notes Entry dated 9/22/19 documented the resident on follow-up for fall with no injury noted. No</p>			
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	<p>signs or symptoms of pain. Temperature 97.2 F, Pulse 70, Respirations 18, Blood Pressure 114/68.</p> <p>The next Progress Notes entry dated 9/24/19 at 2:38 PM documented the resident's temperature was 99.1 degrees F, with a moist cough and sleepy that day. The resident's lungs sounds were clear at that time and family was aware of resident condition.</p> <p>A Progress notes entry completed by the facility restorative aide dated 9/25/19 at 7:09 AM documented the resident's exercise program not completed on 9/24/19 as the resident did not feel well and would attempt it today as resident allows.</p> <p>The Emergency Department (ED) Provider Note dated 9/26/19 documented the resident admitted to the hospital for suspected lower respiratory infection. The Discharge Disposition documented the resident transferred back to the nursing facility on 9/28/19 with diagnoses of urinary tract infection, change in mental status, and pneumonia.</p> <p>Review of the resident's record revealed no full or complete assessments with regard to the resident's condition or respiratory status.</p> <p>The facility abated the Immediate Jeopardy on 10/4/19 by implementing the following actions:</p> <p>1. The Director of Nursing and/or RN designee educated all licensed nursing staff regarding the</p>			
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	<p>assessment requirements for change of condition, completing vital signs, oxygen therapy and obtaining orders, monitoring signs and symptoms of hyperglycemia/hypoglycemia, assessments, physician notification, admission process, admission medication entry, timely medication administration, Alert Charting and accurate and timely documentation initiated 10/3/19. The education was given prior to nurses working their next shift. A "Change of Condition Alert" was added to the clinical whiteboard process to identify residents with change of condition requiring assessment and follow up. Initiated baseline assessments of residents that will be validated by the Director of Nursing or Designee in the morning clinical meeting going forward.</p> <p>2. The facility put a plan in place to complete audits regarding changes in condition to ensure assessments and vital signs were completed, the physician was notified in a timely manner, and follow-up charting was completed. They also audited the admission process for current residents that had been admitted within the last 30 days to ensure an admission assessment was completed, medication orders were entered and administered in a timely manner with physician verification, and verify new admission shift charting had been completed by the licensed according to guidelines. In addition, a baseline assessment was completed on each resident in the building.</p> <p>3. The facility informed the Medical Director of this plan its findings. The facility Director of Nursing will complete audits for 7 days weekly for 3 weeks and</p>			
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	<p>monthly for 2 months to validate that staff continue to follow the facility's process for Change of Condition and Admission Process. Ongoing compliance will be validated through medical record review in the morning clinical meeting.</p>			
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