

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

Citation Number: 7080		Date: December 26, 2019		
Facility Name: Pleasant Acres Care Center		Survey Dates: November 15, 2019 – December 11, 2019		
Facility Address/City/State/Zip 309 Railroad Street Hull, IA 51239		MW/DC		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.18(4)	<p>481—58.18(135C) Nursing care.</p> <p>58.18(4) The facility shall provide prompt response from qualified staff for the resident's use of the nurse call system. (II, III) (Prompt response being considered as no longer than 15 minutes.)</p> <p>Description:</p> <p>Based on record review, resident group interview, staff interview and an Alarm Event Report the facility failed to ensure resident call lights and needs were answered/met in a timely manner (no longer than 15 minutes) for 4 of 4 residents reviewed, (Resident #1, #2, #4 and #5). The facility reported a census of 40 residents.</p> <p>Findings include:</p> <p>1. A Minimum Data Set (MDS) assessment form dated 9/13/19 indicated Resident #4 had diagnoses of diabetes mellitus (DM), fractured right patella, muscle weakness, non-pressure chronic left foot ulcer, difficulty walking, unsteadiness on her feet and fatigue. The assessment indicated the resident had a Brief Interview for Mental Status (BIMS) score of 15 out of 15 (cognitively intact), required extensive assistance of staff with transfers and toilet use, non-ambulatory and always continent of both bowel and bladder.</p>	II	\$500	UPON RECEIPT
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	<p>A Care Plan with a focus area revised 6/26/19, indicated the resident had a potential for falls related to a right patella fracture, increased weakness, Stage 3 chronic kidney disease, hypertenion and type II DM and a focus area revised 6/27/19, related to a self care deficit. The approaches included the following:</p> <ul style="list-style-type: none"> a. Maintain the call light within reach and instruct the resident to use it for assistance. (revised 11/13/18) b. Resident had been weight bearing as tolerated with a right knee immobilizer. (revised 6/27/19) c. The resident required limited assistance of 1 staff with toileting and transfers as needed. The resident had been independent in room with a front wheeled walker and the brace on. (revised 7/11/19) <p>A Progress Notes entry dated 11/10/19 at 7:50 a.m. included the following documentation: CNA heard help from a resident's room. The CNA enered the room and found the resident as she sat on the floor beside the bed. The resident stated I got tired of waiting I have had my call light on for 45 minutes. I need to go to the bathroom. The resident denied having hit her head. The resident stated her sock slid and she slid down also. Denied hitting her head. Right leg knee immobilizer brace on the resident at the time of the slide. Vital signs normal. Assistance of 2 staff members required to get the resident up into a sitting position in the wheel chair. Resident alert and oriented x 3. Resident assisted x 2 staff members to the bathroom. Resident with loose stools. Assistance required with her undergarment. No bruising observed.</p>			
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<p>Denied pain at that time. Assistance x 1 with morning activities of daily living.</p> <p>An Alarm Event Report dated 11/8/19 thru 11/15/19, included the following call light event times for the bedside call light unless specified differently for Resident #4.</p> <p>a. 11/10/19 - from 7:03:11 a.m. until 8:30:26 a.m. - for a total of 1:27:15. (1 hour, 27 minutes and 15 seconds).</p> <p>b. 11/11 - 7:47:32 a.m. - 8:17:34 a.m. - 30.02 minutes. 4:26:30 p.m. - 4:46:31 p.m. - 20:01. 4:30:45 p.m. - 4:46:31 p.m. - 16:04 (bathroom call light) 7:08:29 p.m. - 7:29:38 p.m. - 21:09 (bathroom call light) 10:18:19 p.m. - 10:58:01 p.m. - 39.42</p> <p>c. 11/13 - 7:11:53 a.m. - 7:51:23 a.m. - 39.30</p> <p>d. 11/14 - 2:09:43 a.m. - 2:29:32 p.m. - 19:49</p> <p>e. 11/15 - 8:33:42 a.m. - 8:49:03 a.m. - 15:21</p> <p>During an interview on 11/15/19 at 1:00 p.m. the resident stated she thought the facility needed more help because on Sunday 11/10/19 she turned on her call light at approximately 6:50 a.m. and she timed the light as on for approximately 1 1/2 hours as she used her watch. After she waited so long she tried to get up herself and slid to the floor and was incontinent of stool which she had not appreciated. The resident also indicated on another occasion a CNA told her to just go in her pants at which time she refused to go in her</p>		
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	<p>pants. The resident stated if she had to wait a long period of time that it started to hurt down there.</p> <p>During an interview on 11/20/19 at 10:36 a.m. Staff A, Registered Nurse (RN) confirmed only 1 CNA was scheduled to work on that side of the building on 11/10/19 which left the facility short staffed.</p> <p>During an interview on 11/20/19 at 12:25 p.m., Staff B, Certified Nursing Assistant (CNA) confirmed she had been the only CNA scheduled on the West end of the building on 11/10/19. Staff B stated she felt the staff could not adequately care for the residents with only 3 CNA's on duty.</p> <p>During an interview on 11/20/19 at 10:43 a.m. the Director of Nursing (DON) confirmed the facility as short staffed on 11/10/19.</p> <p>2. An Alarm Event Report dated 11/8/19 thru 11/15/19 included the following call light event times for Resident #1.</p> <p>a. 11/8/19 - 8:25:06 a.m. - 8:42:29 a.m. - 17:23 6:33:04 p.m. - 6:57:03 p.m. - 24:04</p> <p>b. 11/9 - 6:59:33 a.m. - 7:14:47 a.m. - 15:14 12:22:43 p.m. - 12:43:25 p.m. - 20:42 9:20:18 p.m. - 9:40:21 p.m. - 20:03</p> <p>c. 11/10 - 8:13:08 a.m. - 8:55:45 a.m. - 42:37 (bathroom call light) 9:17:40 a.m. - 9:44:18 a.m. - 26:38 5:03:44 p.m. - 5:19:39 p.m. - 15:55</p> <p>d. 11/11 - 7:02:58 p.m. - 7:28:07 p.m. - 25:09</p>			
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	<p>e. 11/14 - 6:18:44 p.m. - 7:08:54 - 50:10 f. 11/15 - 8:17:58 a.m. - 8:48:14 a.m. - 30:16 (bathroom call light) 3:47:57 p.m. - 4:04:42 p.m. - 16:45</p> <p>3. An Alarm Event Report dated 11/8/19 thru 11/15/19 included the following call light event times for Resident #2. a. 11/13/19 - 12:22:50 p.m. - 12:38:52 - 16:02 minutes.</p> <p>4. An Alarm Event Report dated 11/8/19 thru 11/15/19 included the following call light event times for Resident #5. a. 11/11/19 - 7:13:49 a.m. - 7:30:09 a.m. - 16:20</p> <p>5. During an interview on 11/20/19 at 11:25 a.m., Staff C, CNA confirmed she had been unable to answer resident call lights within 15 minutes like the day prior because she had been the only CNA scheduled on the West side of the building and she had 6 residents that required 2 staff assistance with cares.</p> <p>During an interview on 11/20/19 at 10:44 a.m., Staff D, CNA confirmed she had not always been able to answer resident call lights within 15 minutes.</p> <p>During an interview on 11/20/19 at 10:59 a.m., Staff E, CNA confirmed she had absolutely not been able to answer resident call lights within 15 minutes. The staff member indicated there had been times they left</p>			
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	residents on the toilet for 20-30 minutes who were not a fall risk so the staff could assist other residents. Response:			
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