Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **8017**			**Date:** **February 25, 2020**
Facility Name: **Crestridge Care Center**		**Survey Dates:** **February 3- February 6, 2020**	
Facility Address/City/State/Zip: **1015 Wesley Drive Maquoketa, IA 52060**	**TAG, JS**		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
58.19(2)b	**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. b. 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) **DESCRIPTION:** Based on observation, record review, resident and staff interviews, the facility failed to implement interventions to promote the healing of pressure ulcers for 2 out of 3 residents reviewed (Resident # 50 & #22). The facility reported a census of 64 residents. Findings include: The Minimum Data Set (MDS) Assessment for Resident #22 dated 11/13/19 showed a Brief Interview for Mental Status Score (BIMS) of 14 indicating no memory impairment. The resident required extensive assistance of two staff with bed mobility, transfers, toileting, personal hygiene and documented as non-	**I**	**$10,000**	**UPON RECEIPT**

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	ambulatory with a risk of pressure ulcers. The resident's diagnoses included cerebrovascular accident (stroke), hemiplegia and aphasia (loss of ability to understand or express speech). The MDS identified the following descriptions of pressure ulcers Stage I is an intact skin with non-blanchable redness of a localized area usually over a bony prominence. Darkly pigmented skin may not have a visible blanching; in dark skin tones, only it may appear with persistent blue or purple hues. Stage II is partial thickness loss of dermis presenting as a shallow open ulcer with a red or pink wound bed, without slough. May also present as an intact or open/ruptured blister. Stage III Full thickness tissue loss. Subcutaneous fat may be visible but bone, tendon or muscle is not exposed. Slough may be present but does not obscure the depth of tissue loss. May include undermining and tunneling. Stage IV is full thickness tissue loss with exposed bone, tendon or muscle. Slough or eschar may be present on some parts of the wound bed. Often includes undermining and tunneling. Observation of Resident #22 on 2/3/20 at 1:37 p.m., noted the resident sitting in a wheelchair in her room with a cushion in the seat and also has a low loss air mattress on bed. The resident denies any pain or			

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	discomfort from buttocks, but does remark she has painful gallstones that will remain until the sore on her bottom healed. Observation on 2/4/20 at 11:49 a.m., Resident #22 propelling self in hallway towards dining room and has a cushion in place in the wheelchair. During an observation on 2/4/20 at 2:16 p.m., Staff H, Licensed Practical Nurse (LPN) provided a dressing change with the assist from the interim Director of Nursing (DON). Noted the gluteal crease with a large open area covered with yellow slough directly over the ischium with a black center. The wound packed with calcium alginate, covered with waterproof foam dressing, and then covered with Duoderm. The Braden Scale for Predicting Pressure Sore Risk, completed 11/12/19, identified a score of 14, indicated the resident at a moderate risk of developing a pressure ulcer. The Non-Pressure Skin Condition Report dated 12/14/19 revealed an open area to the left gluteal crease. The area measured 2.3 centimeters (cm) x 1.3 cm open with no depth and no signs and symptoms of infection. Condition Report to medical doctor dated 12/14/19 revealed the following concern of an open area 2.3 cm x 1.3 cm to the left of the gluteal crease, area caused by friction from the depends, will monitor until healed and start Calmoseptine twice a day until healed. The			

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	physician signed the report and returned order 12-16-19. The Calmoseptine treatment order fails to appear on the Treatment Administration Record (TAR) until 12-22-19. The Physician Order given to the MDS Coordinator on 12/16/19 and the Director of Nursing signed the order on 12/18/19. Review of the resident's medical record failed to reveal any further documentation on the open wound until 12/31/19 the Nurse's Progress Notes stated the left buttock near the gluteal crease with an open area measuring 3.2 cm by 3 cm with 1 cm rolled edges. The area with 25 percent slough, scant drainage, and darkened tissue noted to the middle of wound with surrounding skin pale red in color. The resident denies pain with this area. A Condition Report sent to medical doctor on 12/31/19 and the facility requested a new treatment to apply moistened/activated collagen particles into the wound and then apply a border dressing every bedtime and as needed. The order signed by the physician on 1/2/20, noted and implemented by the facility on 1/2/20 according to Resident #22's Treatment Administration Record (TAR). The facility started a Wound Evaluation Flow Sheet on 1/6/20 indicating the wound now a Stage 3 pressure area with measurements of 3.7 cm by 3.6 cm with a 2 cm depth, also a 2 cm tunneling at 6 o'clock. The wound with a heavy amount of gray thick purulent drainage. The wound margins rolled with maceration and the surrounding tissue red and hard. The resident			

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	reported pain as 4 out of 10. The documentation stated the wound deteriorating. The Flow Sheet documented a modified Roho Cushion put in place on the wheelchair 12/31/19. The Nurse Progress Notes from 1/10/20 documented the Wound Specialist consulted, who suggested the Wound Clinic to provide debridement and to change the current treatment of the wound. The Nurse's Notes reveal the facility waited until 1/14/20 to schedule the appointment at the Wound Clinic. A Condition Report facsimile to the attending physician on 1/10/20 noted the wound continues to deteriorate. Measurements currently 4 cm by 4.2 cm with a 1.2 cm depth. The previous tunnel now has turned to 2 cm undermining from 2 o'clock to 9 o'clock with edges rolled, macerated and surrounding tissue red, gray/black and hard. The area covered with 100 percent thick slough with a gangrenous odor. Requested and received order for a multivitamin with mineral and very high calorie supplement with meals. The Physician ordered a wound culture and then to start an antibiotic. A Physician Order dated 1/15/20 started a Foley catheter related to pressure ulcer. The Wound Clinic Notes dated 1/21/20 reveal the patient developed a left ischium pressure ulcer approximately 2 months ago which is gradually become worse and now she presents with a necrotic full thickness stage IV pressure ulcer that is essentially			

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	down to bone. Primary Diagnosis: Stage IV pressure ulcer to left ischium with localized cellulitis, necrosis and exposed support structures. The Physician Orders from a local hospital dated 1/21/20 documented the following: 1. Physiotherapy for Pressure Mapping and Roho cushion. 2. Apply a low air-loss bed mattress. 3. Dietary consult recommend Elemental Protein Supplement. 4. Plan for wound VAC after surgical debridement of Stage IV left ischium pressure ulcer. The Wound Evaluation Flow Sheet revealed the low air loss mattress not started until 1/24/20. The facility failed to have the Registered Dietician consult until 1/30/20 and no recommendations in the Progress Note for increased protein supplementation noted. A Surgical Consult dated 1/27/20, noted treatment of this ulcer will require combination of orthopedic and plastic surgery. Discussed the patient briefly with an orthopedic surgeon who suggested referral for further evaluation and management to Iowa City. The Nurse's Progress Note dated 1/30/20, documented a Wound Nurse Specialist recommendation to add Zinc 50 mg daily (mineral used to aid in the production of proteins required for healing) and Pro-Stat (medical supplement used to aid in healing wounds) 30 milliliter (ml) twice a day.			

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	The Licensed Dietician notes dated 1/30/20 revealed the Dietitian noted a Stage 4 wound on the resident's left buttocks. The Dietitian requested Remeron or Megace for resident (medication used to stimulate appetite). No recommendations to increase resident's protein or add supplements charted. A Condition Report dated 1/30/20 to the attending physician charted the referring hospital cannot see the resident for pressure ulcer until labs obtained and at following levels: a. Albumin >3 b. Prealbumin >16 c. Protein >7 d. HgbA1c < 7 A Condition Report to the attending physician on 2/5/20 revealed the residents Albumin level is low for the referring hospital requirements can we recheck Albumin in one week. The Care Plan with a date initiated on 11/14/16 identified the resident with the potential for skin breakdown related to incontinence and decreased physical mobility. The interventions directed staff to assess and document skin integrity weekly, encourage resident to have adequate nutrition and hydration to promote skin integrity, report any skin breakdown to the physician, and to treat skin breakdown per facility protocol. The facility failed to address the pressure ulcer on the Care Plan until 1/30/20.			

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	During an interview on 2/4/20 at 2:16 p.m., the Interim DON reported we have a Dietitian but not sure, if she saw the resident yet, we have asked for recommendations due to the referring hospital will not see the resident for consult until her protein levels are higher. During an interview on 2/4/20 at 2:31 p.m., the Interim DON reported not sure, when the wound started, and reported the first time seeing the wound on 12/31/19. The Interim DON stated the prior DON responsible for skin measurements; the Interim DON updated the Care Plans, and she must have missed the wound on the Care Plan. The Interim DON explained staff follow the Kardex for providing cares and this comes from the Care Plan and I am the one responsible for updating and not sure why not updated. The Interim DON stated expected staff to start a treatment immediately when they receive an order. During an interview on 2/6/20 at 10:21 a.m., the Licensed Dietician (LD) stated not aware of the open area for Resident #22 until a couple of weeks ago. Normally she would increase their protein by about 20 grams when there is a pressure sore. Typically, she would recommend a protein supplement for a pressure ulcer and stated had no knowledge about the Wound Clinic referral for a Dietary Consult. She stated on 1/31/20, she met with the Assistant Director of Nursing (ADON) and the interim DON, and discussed the resident's nutritional needs and recommendations for the pressure sore.			

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	2. The Minimum Data Set (MDS) Assessment for Resident #50 dated 12/12/19 showed a Brief Interview for Mental Status Score (BIMS) of 15 indicating no memory impairment. The resident required limited to extensive assistance of one to two staff with bed mobility, transfers, toileting and personal hygiene. The MDS identified the resident at risk of pressure ulcers. The resident's diagnoses included coronary artery disease, hypertension (high blood pressure) and diabetes. During an observation of wound care with Resident #50 on 2/6/20 at 11:33 a.m., Staff A, Registered Nurse (RN) provided cares to an area to the right side of the coccyx, over the tail bone which measuring 3.5 centimeter (cm) x 0.5cm with a 0.1cm depth, and a yellow slough covering. Staff A, RN states the area is now an unstageable pressure sore due to the wound covered with yellow slough. During this time, the surveyor noted the residents Roho (air cushion) in wheelchair completely flat. The resident states the Nurse Aide just put air in it the other day. The Braden Scale for Predicting Pressure Sore Risk, completed 12/9/19, identified a score of 18, indicating the resident at risk of developing a pressure ulcer. The Nurse's Progress Note dated 1/14/20, revealed a 3.5 cm by 0.7 cm area to right of the coccyx area and appears to be a broken blister, red edges with pink/yellow wound bed. Report sent to the physician.			

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	The Non-Pressure Skin Condition Report sheet on 1/21/20 documented noted area to be 4 cm by 0.8 cm with no depth noted. The medical record revealed no further documentation or measurements of the wound until 2/4/20. The Condition Report to attending physician dated 2/4/20 reveals a pressure ulcer to right side of coccyx is worsening in length and depth. Area with moderate amount of serous drainage and measuring 4.8 cm by 0.8cm with a depth of 0.7cm. The wound is painful for the resident. Review of the medical record revealed no documentation concerning a treatment to the area after initially found until 2/4/20 when attending physician sent a condition report. The Care Plan for Resident #50 failed to address the pressure ulcer on the right side of the coccyx. During an interview on 2/5/20 at 3:12 p.m., Staff G, Certified Nursing Assistant (CNA) states Resident #50 with an open area on her coccyx for at least a month and recently is more open the Nurse does the treatment using a cream on it. During an interview on 2/5/20 at 3:16 p.m., the interim Director of Nursing (DON) states just made aware of Resident #50's pressure ulcer this morning. The Interim DON stated expected staff to let the nurse know when the area found and then the nurse should let the Management Team know so they can get interventions in place. The first interventions is to look			

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	at placing cushions in chairs and on the bed, and then look at nutrition. The Interim DON stated she expected family and physician notified immediately, and the staff get a treatment order immediately. Wound assessments need completed daily with dressing changes and measurements done at the time the wound found and then completed weekly and as needed depending on the condition of the wound. If no improvement in the wound, staff contact the physician or the Wound Nurse to change treatment or try some different interventions. During an interview on 2/5/20 at 4:12 p.m., Staff A, Registered Nurse (RN) states using Calmoseptine cream on Resident #50's buttocks area which has been open for quite a while but not sure how long. During a phone interview on 2/5/20 at 4:45 p.m., Staff E, Licensed Practical Nurse (LPN) states Resident # 50's pressure ulcer on the right side of the coccyx started on the date on the skin sheet she started. Prior to the date, no open areas noted. The area noted with no depth, just a superficial open area. The night Staff E, LPN found the area she sent a fax to the medical doctor stating would utilize the Calmoseptine order we already had for her skin. During an interview on 2/6/20 at 10:05 a.m., the Interim DON stated unable to find a fax to the medical doctor or an order for a treatment for when the pressure sore first found.			

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	During an interview on 2/6/20 at 10:36 a.m., the Licensed Dietitian (LD) stated not aware of a pressure sore for Resident #50. No Dietary recommendations made for Resident #50 since not aware of the pressure sore. During an interview on 2/6/20 at 11:20 a.m. Staff B, CNA reported the resident's sore is right on her bottom and not sure how long it has been there but believes the nurses applying Calmoseptine on it. Staff B confirmed the Roho cushion in wheelchair flat when transferred resident out of wheelchair. During an interview with Resident #50 on 2/6/20 at 11:32 a.m., she states the sore does not hurt when sitting on it, but when laying down it is painful and rates the pain at 6 out of 10 on the pain scale. During an interview/observation on 2/6/20 at 11:47 a.m., the Interim DON attempting to blow up the Roho cushion and states it does not look right and the cushion appears to be too small for this resident. During an interview on 2/6/20 at 1:16 p.m., the Interim DON stated she contacted the resident's physician office about the pressure sore on resident's coccyx and the office does not have record of the area or a treatment order. The Interim DON reported the physician's office does not keep faxes sent about the resident. During an interview on 2/6/20 at 1:35 p.m., the Occupational Therapist (OT) stated Resident #50			

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	currently with Mosaic Roho cushion in her wheelchair and if she has an open area needs to switch to 2-inch Roho cushion. The OT explained that refers to the size of the fingers in the cushion and the amount of air in the fingers. The Mosaic is a standard cushion for skin prevention, once there is an open area; the resident should be using a different cushion with more fingers and is a higher level. During an interview on 2/6/20 at 1:51 p.m., the Interim DON confirmed a slow leak noted in the Roho cushion currently on the resident's wheel chair and this could have contributed to the pressure ulcer worsening. During a telephone interview on 2/6/20 at 3:00 p.m., the Physician's Office Nurse stated they do not keep faxes after answered and signed from the facility; we send them back to the facility and feel they have the documentation. During an interview on 2/6/20 at 3:02 p.m., the Administrator stated unaware of Resident #50 having a pressure ulcer. **FACILITY RESPONSE:**			

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