Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **8051**			**Date:** **June 30, 2020**
Facility Name: **New Hope Village**		**Survey Dates:** **April 6, 2020 – May 4, 2020**	
Facility Address/City/State/Zip **1211 East 18th St.** **Carroll, IA 51401**			
	LK	**90401-C**	

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
64.60	**481-64.60(135C) Federal regulations adopted - conditions of participation. Regulations in 42 CFR Part 483, Subpart D, and Sections 410 to 480 effective October 3, 1988, are adopted by reference and incorporated as part of these rules. A copy of these regulations is available on request from the Health Facilities Division, Department of Inspections and Appeals, Lucas State Office Building, Des Moines, Iowa 50319.** **Classification of violations is I, II, and III, determined by the division using the provision in 481-Chapter 56, Fining and Citations," to enforce a fine to cite a facility. This rule is intended to implement Iowa Code Section 135C.2(3).** **DESCRIPTION**	**I**	**$5,250 Suspended**	**Upon Receipt**
W158	**FACILITY STAFFING** **CFR(s): 483.430** **The facility must ensure that specific facility staffing requirements are met.** This CONDITION is not met as evidenced by:			

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	Based on interviews and record review, the facility failed to ensure nursing staff demonstrated competent skills to ensure client health needs were met, specifically in regards to the administration and documentation of PRN (as needed) medications. Licensed Practical Nurse (LPN) A and Health Services Assistant (HSA) A failed to follow all facility policies/procedures and training regarding the administration of medications which lead to a serious medication error resulting a client being admitted to the hospital. This led to the determination of an Immediate Jeopardy. The facility was informed of the Immediate Jeopardy on 4/16/2020 at 8:45 a.m. The facility took immediate action by updating the e-mar (electronic medication administration record) so all medication instructions were shown immediately without having to click on the medication name to obtain all pertinent instructions, including noting in the e-mar where the clients PRN seizure medication was stored. The facility nursing staff went through all medications and verified all PRN medications were available and stored in the correct location in the medication cupboard. Nursing staff continued weekly checks to ensure all PRN medications were available, and were stored in the designated location			

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	and/or a sign was posted where the medication was located. LPN A's employment with the facility was terminated, and the Director of Nursing and HSA A were demoted following the incident. HSA A later resigned her employment at the facility. All nursing staff, nurses and HSA's, were retrained to never borrow another client's medication, not to cancel an ambulance after called, the six rights of medication administration, the facility Medication Administration and ICF PRN Administration policy, and were retrained on the facilities two part medication administration training. The facility reviewed and revised all policies and procedures regarding medication administration, drug storage, labeling, and recordkeeping, and medication error reporting. The immediate jeopardy was removed on 4/22/2020 at 2:45 p.m. Cross references W192:			
W192	Based on interviews and record review, the facility failed to ensure all nursing staff demonstrated competent skills with administering client PRN medications as evidenced by a Licensed Practical Nurse (LPN) and a Health Services Assistant (HSA) failure to follow all policies/procedures and training			

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	regarding the administration of PRN medications, documentation of a medication error, and failure to document another client's PRN medication was used. **STAFF TRAINING PROGRAM** **CFR(s): 483.430(e)(2)** **For employees who work with clients, training must focus on skills and competencies directed toward clients' health needs.** This STANDARD is not met as evidenced by: Based on interviews and record review, the facility failed to ensure all nursing staff demonstrated competent skills with administering client PRN medications as evidenced by a Licensed Practical Nurse (LPN) and a Health Services Assistant (HSA) failure to follow all policies/procedures and training regarding the administration of PRN medications, documentation of a medication error, and failure to document another client's PRN medication was used. This affected 1 of 1 client (Client #1) involved in the investigation of 90401-C. Finding follows:			

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	Record review on 4/6/2020 revealed Client #1's nursing notes, dated 2/1/2020 - 4/6/2020. Review of the nursing notes revealed the following: a. On 2/6/2020, Licensed Practical Nurse (LPN) A documented staff reported to Health Services Assistant (HSA) A Client #1 was having a seizure, which lasted for 11 minutes. HSA A administered 10 milligrams (mg) diazepam per Client #1's order for seizures lasting longer than five minutes. After the seizure, LPN A noted Client #1 was acting his normal self. LPN A failed to document she instructed HSA A to use of another client's PRN medication after HSA A was unable to locate Client #1's PRN medication. b. On 2/7/2020, Registered Nurse (RN) A noted the ambulance was called and transported Client #1 to the hospital after it was reported the client was found to be weak, not able to stand well and was drowsy. It was then reported the client was given Ativan 10 mg by mouth last evening (2/6/2020) after possible seizure activity. RN A noted it was discussed in the Emergency Room (ER) that Client #1's weakness was related to the medication. Client #1 was admitted to the hospital to be observed.			

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	c. On 2/8/2020, RN B noted a late entry for 2/7/2020. RN B noted she was called to assess Client #1 after a fall from a bed. RN B documented weakness was noted and Client #1 was moved to the central area where he continued to try to get up but was unable to. Client #1 was falling over on a mat. RN B noted they decided to take Client #1 to the ER and called the ambulance to transport him due to the possible medication error the previous night and the client's behavior. When the paramedics arrived, they were given a report on the situation along with the possible medication, dosage, and amount Client #1 may have received. d. On 2/8/2020, RN B noted a late entry for 2/7/2020 at 6:30 p.m. RN B noted Client #1 was discharged from the hospital. He was admitted for observation for an accidental lorazepam overdose and seizure activity. IV fluids were given. Seizure medication given prior to discharge. Resume medications and PRN's as before. Resume diet as before. Client needs to have assistance with ambulation until steady on his feed again. This could be 1-3 days. Continued record review on 4/9/2020 revealed			

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	the following: a. Client #1's Risk Management Plan, approved 7/23/19. The Risk Management Plan identified Client #1 was at high risk of seizures. The issues/barriers regarding the risk was due to physician diagnosis. The section titled "Plan to mitigate risk" noted "Monitor and record seizure activity for length, frequency, antecedents, and actions. Implement seizure precautions. Use protective devices if ordered. Remove harmful objects and keep Environment clear of obstructions. Assess and document client's motor and/or sensory deficit to determine safety needs." The intended outcome of the plan was to lower the risk. b. Client #1's Healthcare Plan (HCP) for seizures, last reviewed 7/23/19. The HCP instructed to monitor and record seizure activity for frequency, antecedents, and actions. Implement seizure precautions. Use protective devices if ordered. Remove harmful objects and keep environment clear of obstructions. Assess and document client's motor and/or sensory deficit to determine safety needs. Administer seizure medications as ordered. Assess and document effectiveness of medications. Confer with physician.			

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	c. Medication Error Report, dated 2/7/2020. According to the report, on 2/6/2020 at 8:32 p.m. Client #1 was given lorazepam intensol liquid in place of diazepam Diastat rectal medication. According to the report, the error was discovered the following morning because Client #1 was very lethargic and uncoordinated. Staff that worked the night before reported Client #1was given another client's PRN (as needed) medication for seizures orally. The medication given was too high of a dose causing an overdose. Client #1 was transferred to the ER and monitored until that evening. d. An Investigation Report, initiated 2/7/2020 after Client #1 was taken by ambulance to the hospital due to not being fully alert and not able to stand on his own. The report noted Client #1 had an 11-minute seizure around 8:30 p.m. on 2/6/2020 and a PRN was given, noting he could have received the wrong medication. According to the internal investigation, Residential Supervisor 2 (RS2) A reported she worked during the second shift on 2/6/2020, and had witnessed Client #1 receive another client's medication following his seizure. The facility concluded Client #1 had received lorazepam			

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	instead of diazepam. The facility interviewed HSA A and LPN A. HSA A reported she gave Client #1 10 mg of the other client's seizure PRN medication; LPN A stated HSA A gave Client #1 10 mg of diazepam. The investigation noted the other client's medication was lorazepam and concluded Client #1 was given 10 mg of lorazepam instead of 10 mg of diazepam. The facility determined there was a breakdown of communication between HSA A who administered the medication and LPN A who approved the PRN; noting LPN A made the dosage conversion but was under the impression HSA A was giving diazepam. e. Continued record review revealed Client #1's 90-Day Physician Orders, signed 1/31/2020. The orders instructed for seizures last greater than five minutes, or clusters of seizures equaling five minutes, Client #1 was to receive diazepam (Diastat Acudial) 10 mg rectally. f. Review of Client #1's Medication Administration Record (MAR) revealed on 2/6/2020 at 8:32 p.m.HSA A documented "Diazepam: had a seizure over 5 mins Followup result: PRN was effective. Followup comment: ok at this time. Comment: Followup administered". When interviewed on 4/9/2020			

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	at 1:40 p.m., Nurse Coordinator (NC) A reported she assisted with part of the internal investigation when interviewing LPN A and HSA A. NC A stated, from her understanding, on 2/6/2020 Client #1's PRN seizure medication could not be located. She stated it was on a different shelf than it was normally stored and said they were looking for an oral medication, not a rectal medication. She stated most of the client PRN medications were oral but a couple clients had prescriptions to receive medications rectally. NC A stated Client #1's PRN diazepam was there but it was on the third (top) shelf in the medication cabinet. NC A said on the e-mar, after identifying seizure, diazepam PRN showed. She explained to get the rest of the instructions staff would click on the medication name and it showed to give the diazepam rectally. NC A confirmed Client #1's HCP appeared basic. She explained she was developing a new form that would list the seizure type and symptoms, what medication the client took for seizures, and any PRN medications. NC A stated it was not common practice to borrow another client's PRN medication. NC A reported if an ambulance was called then the paramedics should come, assess the client, and if the paramedics did not think the client needed to go to the hospital they			

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	would make the decision, not the nurse. NC A reported the Daisy Lane House was not HSA A's primary house to work; it was her second house. She stated they try to have all HSA's work in their second house off and on to keep familiarity of the second house. NC A explained LPN A worked at the facility, as needed, and normally did not work in the Daisy Lane House but said nurses assisted, as needed, in all four of the facility houses. When interviewed on 4/9/2020 at 2:20 p.m., Program Coordinator/Qualified Intellectual Disability Professional (PC/QIDP) A stated, prior to this incident, on a rare occasion they would borrow PRN medications, but only medications that could be purchased over-the-counter like Tylenol or Miralax. She stated she would never borrow a PRN medication if it could not be purchased over-the-counter, even if a client's PRN medication could not be located. She stated if an ambulance was called it should not be canceled. She said the paramedics should come out and make the decision if the client needed to go to the hospital. When interviewed on 4/13/2020 at 9:05 a.m., LPN A said she was the first nurse on-call on			

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	2/6/2020. LPN A explained she was working in the Oakridge House when she received a call from HSA A who was working in the Daisy Lane House, the house Client #1 resided in. LPN A said HSA A reported Client #1 was having a seizure, which was going on five minutes, and Client #1 had a diazepam PRN medication and requested permission to administer the PRN. LPN A explained she looked up Client #1's seizure medication on the e-mar (electronic Medication Administration Record); the e-mar instructed Client #1 was to receive 10 mg of diazepam for seizures lasting longer than five minutes. LPN A explained HSA A called back again and stated she could not find Client #1's PRN medication. LPN A said she instructed HSA A to see if any other client had the same PRN medication to borrow for Client #1. LPN A stated she knew this was not good practice, but it was a common practice, when unable to locate a client's PRN medication. LPN A stated she instructed HSA A to find another client's diazepam, so when HSA A called and read her the dose she provided HSA A with the dosage conversion, which was to give 5 cc's to equal the 10 mg dose. LPN A stated she never heard HSA A say lorazepam and explained the phone call had dropped (disconnected) two			

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	times while HSA A was looking for the medication. LPN A said HSA A called again when Client #1 had been in a seizure for approximately ten minutes so she instructed to call the ambulance. LPN A stated when she was on her way to the Daisy Lane House, HSA A called back and told her Client #1 had stopped seizing; LPN A told HSA A to cancel the ambulance and stated she was on her way to Daisy Lane. LPN A said when she got to the house, HSA A had the medication in a medication cup and was preparing to give it to Client #1. She said Client #1 took the PRN medication and then had a behavior. HSA A handed her the medication boxes but she never looked at them, she just put them away while HSA A was assisting with Client #1's behavior. LPN A said afterwards, they found Client #1's diazepam PRN on the top shelf in the opposite cupboard from where the PRN medications were normally stored. She stated after the medication was located, she found out it was to be given rectally. LPN A explained when she looked up the medication in the e-mar she did not see it was to be given rectally and did not know to click on the medication name to obtain additional information since she had not been trained on the e-mar system. LPN A confirmed they			

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	should have completed a Medication Error Report because he received the medication by the wrong route, orally not rectally, but said she did not think about it since he took his other medications orally. When interviewed on 4/13/2020 at 12:25 p.m., HSA A stated, on 2/6/2020 she was the HSA at the Daisy Lane House. HSA A said after 8:00 p.m., Client Support Staff (CSS) A told her he thought Client #1 was having a seizure. HSA A reported she went and checked on Client #1, his eyes were darting back and forth, and he was not responding. HSA A said she checked the e-mar and Client #1 had a PRN for diazepam 10 mg for seizures. HSA A said she called LPN A, who had the nurse on-call phone, and told her Client #1 was having a seizure, it had been almost five minutes, and asked if she could administer his PRN seizure medication. She stated LPN A reviewed the e-mar and gave permission to give Client #1 his PRN diazepam. HSA A explained she was not able to find Client #1's PRN medication and LPN A told her to look to see if any other client had diazepam they could borrow for Client #1. HSA A said she found diazepam but the dose was higher than what Client #1 was to receive. HSA A said she			

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	found another client had lorazepam and told LPN A what she found. HSA A explained she had a speech impediment and while she talked to LPN A the phone was cutting out, dropped the call two times, and she finally called LPN A on her personal cellular phone. HSA A said, looking back, she was not sure if LPN A heard her or if LPN A understood her correctly when she told LPN A she found lorazepam. HAS A reported LPN A gave her the conversion for the amount to give for the correct dose. HSA A explained when Client #1 had been seizing for 10 minutes, LPN A instructed her to call the ambulance but then told her to cancel the ambulance after Client #1's seizure stopped at 11 minutes. HSA A said LPN A arrived at the house when she was going to give Client #1 the medication. HSA A reported Client #1 had a behavior, she assisted with it, and afterwards, she and LPN A searched the medication cupboards for Client #1's PRN. HSA A said they finally found the medication on the top shelf, pushed back some in the medication cupboard. HSA A reported this was when they discovered the medication was to be given rectally. She said LPN A told her it would be okay since he received the right dose, and he took all his other medications orally. HSA A stated when			

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	she had checked the e-mar it only showed the medication name and dose, not that he was to receive it rectally. The following day, she stated someone had changed the e-mar to reflect the medication was to be given rectally. HSA A said she knew she should not borrow another client's PRN medication but said it happened at the facility. She explained at the time, she was worried about Client #1 and wanted to get him his medication because it was uncommon for his seizures to last that long and knew he needed his PRN medication. HSA A said she did not know lorazepam and diazepam were different medications. She explained when LPN A gave permission to use the lorazepam she figured they were the same medication since she knew a medication may be the same but have different names. HSA A stated she did not document she used another client's PRN medication because LPN A was present and aware. HSA A explained she became a HSA, which was a Certified Medication Aide, approximately one year ago. She stated she was an HSA in the Evergreen House and was trained in the Oakridge House. HSA A explained she then started to assist, as needed, in the Daisy Lane House and was trained by another HSA. HSA A explained when she was trained by the HSA, there was not a			

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	training sheet to use to go over the specifics of the house. She said she was not shown where Client #1's PRN medication was stored and explained each house had a different set-up for where the PRN medications were stored. When interviewed on 4/14/2020 at 11:50 a.m., the Director of Nursing (DON) confirmed a Medication Error Report should have been completed for Client #1 after LPN A and HSA A found his PRN and realized it was given orally instead of rectally. The DON said the bigger concern was he received the wrong medication; a Medication Error Report was completed after the error was discovered on 2/7/2020. The DON stated LPN A should have told HSA A to wait for her to arrive at the house before she gave the medication especially since they were having phone issues. She said after HSA A handed LPN A the medication boxes, LPN A should have looked at them to ensure the correct medication was given before putting it away. The DON explained anytime a HSA and/or nurse had a question about a medication they should look it up to ensure it was correct; she stated this was part of the training. She stated all HAS's and nurses were to follow the six rights of medication administration, which			

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	were the right person, right medication, right dose, right route, right time, and right documentation. Additional record review on 4/15/2020 - 4/16/2020 revealed the Medication Administration Lesson 1 training, undated. The training instructed someone else's medication, even if it is the same drug, was not be used, noting each client would have their own bottle or unit dosage. The training instructed to remember and follow the six rights of medication administration the right client, right medication, right dose, right time, right route, and right recording with each medication administration. The training identified different medication errors, which included the incorrect route was used. The training instructed for all medication errors, the nurse on-call was to be notified, a Medication Error Report was to be completed, and the error was to be documented in the client's electronic documentation. Continued review revealed the Medication Administration Lesson 2 training, undated. The training provided instruction how to access PRN medication in the e-mar system. The training provided step-by-step instructions,			

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Facility Administrator Date

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Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: 8051			**Date:** June 30, 2020
Facility Name: New Hope Village		**Survey Dates:** April 6, 2020 – May 4, 2020	
Facility Address/City/State/Zip 1211 East 18th St. Carroll, IA 51401			
	LK	**90401-C**	

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	which included to click on the medication name to obtain instructions. This led to the determination of an Immediate Jeopardy. The facility was notified of the Immediate Jeopardy on 4/16/2020 at 8:45 a.m. The Assistant Executive Director (AED) confirmed LPN A and HSA A made numerous mistakes on 2/6/2020. She said LPN A should not have instructed HSA A to borrow another client's medication; HSA A should have looked up the medication to ensure they were the same. She confirmed LPN A should have told HSA A not to give the medication until she was able to look at it since they were having phone issues. The AED confirmed there was no documentation another client's medication was given to Client #1. She confirmed LPN A and HSA A failed to complete a Medication Error Report after they realized Client #1 was to receive his medication rectally and the medication was administered orally. The AED stated after the ambulance was called, it should have never been canceled. She explained if the paramedics did not feel Client #1 needed to be transported to the hospital, they should have made the decision after they assessed Client #1 instead of the ambulance being canceled. The AED stated after the medication error was			

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	discovered on 2/7/2020, the facility retrained all nursing staff and HSA's on the Medication Administration Policy, the ICF PRN Administration Policy, never to borrow another client's medications, never to cancel an ambulance, and the six rights of medication administration. She stated the facility changed the e-mar so all medication instructions showed immediately without having to click on the medication name, including noting on the e-mar where Client #1's PRN diazepam was stored. The nursing staff went through all medication cupboards to ensure all PRN medications were present and in the correct location. Nursing staff continued weekly checks of all medications, including the PRN medications, to ensure all medications were available and were stored in the designated location and/or a sign was posted where the medication was located. F**ACILITY RESPONSE:**			

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Facility Administrator Date

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Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **8051**			**Date:** **June 30, 2020**
Facility Name: **New Hope Village**		**Survey Dates:** **April 6, 2020 – May 4, 2020**	
Facility Address/City/State/Zip **1211 East 18th St.** **Carroll, IA 51401**			
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