

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

Citation Number: #8062		Date: July 21, 2020		
Facility Name: ROWLEY MEMORIAL MASONIC HOME		Survey Dates: June 29-July 2, 2020		
Facility Address/City/State/Zip 3000 East Willis Avenue Perry, IA 50220		SB		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.19(1)a	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(1) Activities of daily living. a. Bathing; (II, III)	II	\$500 (Held In Suspension)	UPON RECEIPT
58.16(2)	481—58.16(135C) Resident care and personal services. 58.16(2) Residents shall receive sufficient supervision so that their personal cleanliness is maintained. (II, III) Based on clinical record review, observations, and staff interviews, the facility failed to provide the necessary services for incontinence care and bathing for 4 of 7 residents reviewed (Residents #1, #2, #5, and #7). The facility reported a census of 29 residents. Findings include: 1. A Minimum Data Set (MDS) completed for Resident #1 with an Assessment Reference Date (ARD) of 3/25/20 showed a Brief Interview for Mental Status (BIMS) score of 14, indicating			

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	<p>intact cognition. The resident had a diagnosis of Amyotrophic Lateral Sclerosis (ALS), chronic respiratory failure, unspecified whether with hypoxia or hypercapnia and other dysphagia. The resident was frequently incontinent of bladder and always continent of the bowel. The resident never exhibited a rejection of care in the seven day lookback period, and no change noted in the behaviors since the last assessment.</p> <p>Interviews:</p> <p>On 6/29/20 at 10:10 AM, the Resident's Representative reported the resident did not receive changing of her clothes or incontinence brief. The Director of Nursing (DON) stated she would check to ensure staff changed the resident every two hours. The representative received a report from the Hospice staff that the resident was so wet that the brief stuck to the resident at 11:00 AM. The resident reported no one checked her since 5:00 AM. The resident did not receive any baths except bed baths except when the Hospice would come to the facility.</p> <p>On 6/29/20 at 10:32 AM, Hospice Staff #4, Registered Nurse (RN), said Hospice regularly found the resident incontinent with the brief sticking to the resident's skin. Hospice would</p>			
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	<p>usually visit around 11:00 AM and 1:00 PM. Hospice Staff #4 did not notice any concerns with pressure ulcers. Hospice Staff #4 reported Hospice staff provided a majority of the grooming and baths for the resident. On one visit, the resident had bowel movement dried on to the skin. Hospice staff took the resident to the whirlpool, but it needed cleaning first as it appeared staff used the whirlpool area as central supply. Hospice Staff #4 said the resident could respond appropriately and reported no staff in the room to check on the resident since 5:00 AM.</p> <p>On 6/29/20 at 10:41 AM, Hospice Staff #5, Manager of Clinical Services, said it was excessively difficult to contact the facility Administration Staff. Hospice Staff #5 attempted in the past without success in reaching them.</p> <p>On 6/29/20 at 11:15 AM Hospice Staff #2, Certified Nurse Aide (CNA) said the resident is usually completely saturated when she sees the resident at the facility. Today (6/29/20) was the first day Hospice Staff #2 came to the facility and found the resident dry. Hospice Staff #2 reported coming to the facility around 10:30 AM. Hospice Staff #2 had come to the facility for approximately one month. Hospice Staff #1, RN, said the Hospice staff just started to give the resident</p>			
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	<p>whirlpools twice a week. The facility only gave the resident bed baths. The resident's skin appeared extremely dry and was flaking off the resident. After the first whirlpool provided by Hospice Staff #2, the whirlpool tub was full of dead skin. Hospice Staff #1 said that if the facility was giving the resident bed baths, it was not enough for the resident. The facility was putting A&D ointment into the resident's hair due to cradle cap. The hospice staff needed dawn dish soap to remove the A&D ointment from the resident's hair. It took approximately seven washes to remove the A&D ointment from the resident's hair. The Hospice staff's biggest concern was the resident's incontinence care. Hospice Staff #1 said there were a couple of times the resident wore two briefs. The resident was incontinent through both briefs onto the bed as there was no underpad beneath the resident. The resident reported the staff changed the resident last at 5:00 AM. The Hospice team attempted to contact the facility. Hospice Staff #1 said the Administrator returned a call stating she did not deal with that. The Hospice staff contacted the Director of Nursing (DON) on 6/12/20 about the concerns. Following the conversation with the DON, Hospice Staff #2 came to the facility and observed the resident wearing two briefs saturated with urine through to the bed. There were no reports to Hospice Staff</p>			
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	<p>#1 or Hospice Staff #2 regarding the resident refusing any care.</p> <p>Resident's Interview:</p> <p>On 6/30/20 at 12:58 PM, the resident said recently she received care. The weekends were not good for getting care. The resident said the night shift was good but then wouldn't change the resident at all. The resident said the facility did not give baths as they expected Hospice staff to do them. Up until last week, it wasn't on the Hospice care plans to do. The resident reported not getting a shower for weeks. The staff just washing the resident up and that's why the resident's hair got so bad. The resident heard staff talking about the bath schedule. The resident wasn't on the schedule-the resident reported listening to staff all the time. The resident said her bottom hurt. The resident reported wanting whirlpool baths.</p> <p>During a follow-up interview on 7/1/20 at 1:00 PM, the resident reported it made her feel sad and degraded when the staff didn't change her or bathe her. The resident said that occasionally she would refuse to change her clothes.</p> <p>Observation:</p>			
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	<p>On 6/29/20 at 12:44 PM, Staff A, Certified Medication Aide (CMA), and Staff I, Licensed Practical Nurse (LPN), entered the resident's room and explained plan to the resident. The resident utilized the communication board to spell out "wet". Staff A removed the incontinent brief. Staff complete incontinence cares on the resident and then washed their hands. Staff I remained in the room to help the resident get comfortable. Observation showed small brownish-red spots on the left side of the resident's sheet.</p> <p>On 6/30/20 at 12:58 PM, Hospice Staff #1 and Hospice Staff #2 assisted the resident with incontinence cares. Observation showed the left side of the resident's sheet to have the same reddish-brown spots in the same place as the observation on 6/29/20.</p> <p>Staff did not offer the resident the bedside commode.</p> <p>Staff Interview:</p> <p>On 7/1/20 at 10:25 AM, Staff A reported not giving the residents baths as they were for the evening shift. Staff A stated Resident #1 received</p>			
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	<p>a bed bath in the mornings due to getting sweaty in the night.</p> <p>During a follow-up interview on 7/1/20 at 1:10 PM, Staff A stated that if the residents were sleeping, she would let them sleep. Staff A said she didn't usually go into the room until the nurse went into the room (usually around 6:30 to 7 a.m.) because she doesn't want to make them do more work. Staff A stated Resident #1 didn't refuse care, but it did cause pain sometimes to change the resident's clothes. Staff A felt it would help the resident to have more adaptive clothing as it causes the resident so much pain. Staff A said that the resident was very particular with the clothes worn and sometimes did not wish to change them. Staff A wasn't sure if the resident refused to change clothes due to pain.</p> <p>Record review:</p> <p>On 5/15/20 at 5:36 PM, Hospice Staff #4 documented the resident's niece expressed concern as facility staff didn't change the resident for three days. When asked about this, facility staff reported the resident's clothes were never brought to the resident's room. Documentation showed staff received education on hygiene and resident's dignity by Hospice Staff #4.</p>			
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	<p>On 5/26/20, the Resident Communication Form revealed staff washed the resident's face, provided oral care, and preformed hair care. Then Hospice Staff #2 repositioned, checked, and changed the resident.</p> <p>On 5/27/20, the Residential Communication Form revealed staff washed the resident's face, provided oral care, and preformed hair care. Then Hospice Staff #2 repositioned, checked, and changed the resident.</p> <p>On 5/28/20, the Residential Communication Form revealed staff washed the resident's face, provided oral care, and preformed hair care. Then Hospice Staff #2 repositioned, checked, and changed the resident.</p> <p>On 5/29/20, the Residential Communication Form revealed staff washed the resident's face. Then Hospice Staff #2 repositioned, checked, and changed the resident.</p> <p>On 5/29/20, Hospice Progress notes showed Hospice Staff #4 documented she cleaned the resident in bed and provided perineal (peri) cares with brief changed. Hospice repositioned the</p>			
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	<p>resident in the bed, washed the resident's face washed and provided oral care.</p> <p>On 6/1/20, the Residential Communication Form revealed staff washed the resident's face and hands. Then Hospice Staff #2 repositioned, checked, and changed the resident. Staff D, Certified Medication Aide (CMA), came into the resident's room to see if Hospice Staff #2 needed any assistance. Hospice Staff #2 declined the need for help.</p> <p>On 6/9/20 at 12:38 PM, the Hospice progress note showed the resident received incontinence cares, changing of the resident's gown, teeth brushed, face washed, and a partial bed bath completed. Hospice observed shearing to the resident's buttocks.</p> <p>On 6/12/20 at 1:29 PM, a Hospice progress note showed the resident was incontinent of bladder when they arrived. Hospice Staff #1 assisted Hospice Staff #2 with incontinence cares and repositioning of the resident.</p> <p>On 6/19/20 at 1:44 PM, a Hospice progress note documented the training needs related to the patient's care were medications, side effects, and the dying process reviewed. Hospice provided</p>			
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	<p>education to the facility regarding incontinence care and medications. The facility verbalized understanding.</p> <p>On 6/23/20 at 12:46 PM, Hospice Staff #4 documented the resident's hair as greasy due to the use of A&D ointment for cradle cap. Hospice Staff #2 reported the resident wore the same shirt as the day before. The resident said no staff came into the room from the facility before the Hospice Staff arrived that day to provide care. The resident was incontinent of bowel and bladder and taken to the whirlpool room. The resident's hair was shampooed four times without success in removing ointment. The resident had a significant build-up of skin and dirt on their hands and feet that Hospice scrubbed off. The resident was taken back to their room and put back into the bed with clean linens. Hospice returned the resident back to her room and observed the resident's pillows as very dirty, with yellow and brown stains noted. Hospice placed fresh linens and sent the soiled linens to the laundry. Hospice Staff #4 discussed concerns with facility staff. Hospice Staff #2 provided oral care and lotioned the resident. Hospice Staff #2 notified the Manager of Hospice Clinical Services of concerns.</p>			
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	<p>On 6/25/20, the Residential Communication Form revealed that the resident received a whirlpool bath with shampoo. They noted the resident with shearing to the coccyx.</p> <p>On 6/25/20, the Client Coordinator Note Report showed the Hospice Nurse, and Hospice Aide took the resident to the whirlpool room. While there, the Hospice staff gave the resident a whirlpool and cleansed the resident's hair. Due to the excessive amount of A&D ointment in the resident's hair, the staff needed to use Dawn dish soap to wash the resident's hair. They washed the resident's hair three times to successfully clean the hair. The resident's coccyx continued with shearing and Hospice applied ointment to the area. Hospice notified the facility of the area to the coccyx and the need for routine incontinence care. The facility staff verbalized understanding.</p> <p>A Grievance Form dated 6/25/20 completed by the facility said the Resident's Representative wished to move the resident to another facility. The Resident's Representative explained the request to move was due to things going downhill since May. The Hospice staff reported that the resident's care was poor.</p>			
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	<p>The statement provided from the facility dated 6/25/20 by the Social Services Director documented the call regarding the Resident's Representative's request to change facilities. The Resident's Representative informed the Social Services Director about not being happy with the care provided to the resident. Facility staff did not bathe, change, or check on the resident regularly. The Resident's Representative reported leaving voicemails for the DON and the Administrator about the concerns, without improvement. The Resident's Representative said it was the "third strike." The Social Services Director offered to look into this. However, the Resident's Representative declined as wanting to move the resident due to being tired of the situation. The Resident's Representative stressed the frustration of the resident not getting baths. The Social Services Director explained that Hospice was at the facility five days per week. They typically assist or conduct the baths.</p> <p>On 6/29/20 at 11:35 AM, a Hospice progress note completed as a late entry showed the Hospice Manager of Clinical Services called the DON on 6/24/20 regarding concerns the clinical team reported and to schedule a care conference with the team.</p>			
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	<p>On 6/29/20 at 11:48 AM, a Hospice progress note showed the aide care plan updated to add a whirlpool bath twice weekly. Hospice staff began giving whirlpool baths on 6/23/20.</p> <p>The bathing task showed that the resident received bath baths on 6/5/20, 6/7/20, 6/8/20, 6/12/20, and 6/17/20. On 6/22/20, the staff documented the resident received a shower. The record shows whirlpools documented for 6/23/20 and 6/25/20.</p> <p>The care plan problem dated 1/30/20 showed the resident had an activities of daily living (ADL) self-care performance deficit related to ALS, impaired balance and musculoskeletal impairment. An intervention dated 1/30/20 showed the resident required assistance with oral care and personal hygiene. Staff should encourage the resident to change clothes daily. An intervention dated 3/8/20 revealed the resident required the assistance of two for toileting and the resident should use a bedside commode. The care plan directed staff to offer toileting upon rising, before and after meals, at bedtime, and as needed upon request.</p> <p>Administration interviews:</p>			
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	<p>On 7/1/20 at 10:54 AM, the DON reported just learning that the resident's hospice provider did not provide baths. This was the DON's first experience with a Hospice provider not providing baths.</p> <p>During a follow-up interview on 7/2/20 at 8:45 AM, the DON reported that on 6/15/20, educating staff to make aware that staff was to help the resident.</p> <p>2. The MDS completed for Resident #2 with an ARD of 4/2/20 showed the resident had short and long-term memory problems and severely impaired decision making. The resident never or rarely made decisions. The resident required extensive assistance of two staff for toileting and total dependence with two staff for bathing. The resident never experienced a rejection of care in the seven day lookback period. The resident was always incontinent of bowel and bladder. The resident had diagnoses of cerebral infarction, adult failure to thrive, aphasia following cerebral infarction.</p> <p>Observations:</p> <p>On 6/29/20 at 9:23 AM, observations revealed a slight urine smell near a room in the A Hallway.</p>			
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	<p>On 6/29/20 at 12:22 PM, observation showed Staff A and Staff I assist the resident with incontinence cares. Staff remove the brief which was full of urine. Urine went through the resident's brief onto the underpad and on to the sheet. The underpad was placed high up on the resident's hips not altogether preventing the leakage of urine on to the bed. As Staff A positioned the resident away Staff I and observation revealed a large area of redness to the resident's right ischium bone. Staff A offered to change the resident's shirt and the resident shook head to decline.</p> <p>Record review:</p> <p>The bathing task record showed bed baths completed on 6/1/20 and 6/4/20. The documentation showed the resident refused a bath on 6/3/20 and 6/17/20. The record lacks any further documentation related to baths.</p> <p>A care plan problem dated 3/12/20 showed the resident had an ADL self-care performance deficit related to hemiplegia (weakness), impaired balance, limited Mobility, and a stroke. An intervention dated 3/12/20 showed that the resident is totally dependent on two staff to</p>			
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	<p>provide a shower at least twice a week and as necessary.</p> <p>Interviews:</p> <p>On 7/1/20 at 10:25 AM, Staff A reported not giving the residents baths as they do them on the evening shift.</p> <p>During a follow-up interview on 7/1/20 at 1:10 PM, Staff A stated that if the residents were sleeping, she would let them sleep. Staff A said she didn't usually go into the room until the nurse entered the room (usually around 6:30 - 7:00 AM) because she didn't want to make them do more work. Staff A said she often returns in about an hour. She stated the resident doesn't make much noise unless he wants repositioning or incontinent care.</p> <p>On 7/1/20 at 1:55 PM, the DON said staff needed to document baths in the electronic health record whether given or refused.</p> <p>During a follow-up interview on 7/2/20 at 10:15 AM, the DON said staff needed to change linens if they are dirty with whatever, feces, or urine.</p>			
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	<p>3. A Minimum Data (MDS) with an Assessment Reference Date of (ARD) of 5/31/20 for Resident #5 shows a Brief Interview Status Score (BIMS) of 6 (severe cognitive impairment). MDS showed Resident #5 with diagnoses that included: Alzheimer's disease, chronic obstructive pulmonary disease, and atrial fibrillation. The MDS revealed the resident required extensive assistance with all activities of daily living (ADL'S)</p> <p>Review of bath schedules for hall A revealed the bath schedule did not contain Resident #5's name.</p> <p>Review of the bathing task staff sign off documentation revealed no bathes completed for the prior thirty day look back period.</p> <p>On 7/1/20 at 7:40 AM Staff A stated the facility did not have a designated bath aid responsible for completing baths as scheduled. Staff A stated when staff completes a bath, staff documents in Point Click Care (PCC).</p> <p>On 7/1/20 at 10:20 AM Staff A revealed Hospice gives Resident #5 a bath, but then stated no the resident is on the bath schedule for Tuesdays and Fridays. Staff A stated she did not know why</p>			
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Health Facilities Division
Citation**

Citation Number: #8062		Date: July 21, 2020		
Facility Name: ROWLEY MEMORIAL MASONIC HOME		Survey Dates: June 29-July 2, 2020		
Facility Address/City/State/Zip 3000 East Willis Avenue Perry, IA 50220		SB		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

	<p>a bath is not documented and could not state when Resident #5 had their last bath.</p> <p>4. A MDS with ARD of 5/13/20 for Resident #7 revealed a BIMS of 13 (no cognitive impairment). The MDS showed Resident #7 to have a diagnoses that included: Coronavirus Disease 2019, Chronic Obstructive Pulmonary Disease, and Heart Failure. The MDS revealed the resident required one person physical assistance with bathing and independent with ambulation</p> <p>A Bath schedule sheet for Hall C revealed the resident scheduled for a bath on Monday and Thursdays.</p> <p>Review of bathing task staff sign off documentation revealed no baths completed for a thirty day look back period.</p> <p>On 7/1/20 at 9:15 AM the resident stated he preferred a sponge bath and he required staff to assist with this activity due to receiving continuous oxygen. The resident identified not receiving a bed bath for awhile and no staff have asked if he wanted one or if he completed a bath on his own. A care plan contained an intervention of encourage resident to bath dated 8/16/19.</p>			
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Facility Administrator

Date

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	<p>On 7/1/20 at 10:20 AM Staff A stated the resident gave his own bed bath. Staff only provides towels and staff is to ask the resident if he had completed his bath and document in PCC.</p> <p>Review of the facility bath/shower policy dated 3/1/14 revealed residents have the opportunity to bathe at least weekly or as resident request or as needed.</p> <p>On 7/1/20 at 2:00 PM the DON stated she expects residents to bathe one to two times a week and if refused it staff should document that. The DON expected Hospice to help bathe residents but knows the facility should not rely on hospice for all the bathing.</p> <p>FACILITY RESPONSE:</p>			
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Facility Administrator

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