Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **#8088**			**Date:** **9/1/20**
Facility Name: **Pioneer Valley Living And Rehab**		**Survey Dates:** **7/29-31/20, 8/3-6/20, 8/10-12/20, 8/17/20**	
Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**			
	SB		

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 clinical record review, observation, staff interview, physician interview, and facility record review, the facility failed to thoroughly assess and initiate interventions for residents with pressure sores for 4 out of 4 residents reviewed for pressure sores (Resident #5, #3, #7, #4). The facility failed to assess Resident #5's blackened toe after first identifying the skin concern on 11/4/20 at time of admit, failed to notify the physician of the skin area, failed to obtain a treatment or consultation, and failed to intervene to prevent deterioration of the toes. The failure resulted in harm to the resident when on 11/9/20, the resident found to have several blackened toes that required hospitalization, amputation, and contributed to	**I**	**$10, 000 (Held In Suspension)**	**Upon Receipt**

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	her death. This resulted in an immediate jeopardy situation for the facility. The facility reported a census of 44 residents. Findings include: The MDS (Minimum Data Set) assessment identifies the definition 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 (dead tissue, usually cream or yellow in color). 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.			

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	Stage IV is full thickness tissue loss with exposed bone, tendon or muscle. Slough or eschar (dry, black, hard necrotic tissue). may be present on some parts of the wound bed. Often includes undermining and tunneling or eschar. Unstageable Ulcer: inability to see the wound bed. Other staging considerations include: Deep Tissue Pressure Injury (DTPI): Persistent non-blanchable deep red, maroon or purple discoloration. Intact skin with localized area of persistent non-blanchable deep red, maroon, purple discoloration due to damage of underlying soft tissue. This area may be preceded by tissue that is painful, firm, mushy, boggy, warmer or cooler as compared to adjacent tissue. These changes often precede skin color changes and discoloration may appear differently in darkly pigmented skin. This injury results from intense and/or prolonged pressure and shear forces at the bone-muscle interface. 1. The admission MDS assessment dated 11/9/19 for Resident #5 identified a Brief Interview for Mental Status (BIMS) score of 13. A BIMS score of 13 indicated intact cognition.			

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	The MDS revealed the resident required the extensive physical assistance of 2 persons for bed mobility, transfers, dressing, and personal hygiene. The MDS documented diagnoses that included anemia (low blood iron levels), fracture, chronic pain syndrome, and osteitis deformans of unspecified bone (better known as Paget's disease, which can cause affected bones to become fragile and misshaped). The MDS recorded the presence of 2 stage II pressure ulcers and 2 unstageable pressure ulcers due to slough or eschar; all 4 pressure sores present upon admission to the facility. The MDS coded skin and ulcer/injury treatments that included application of dressings to the feet. The Care Area Assessment (CAA) Summary marked ADL (Activities of Daily Living) and pressure ulcer as triggered and care planning decisions made on 11/11/19. The CAA (care area assessment) Worksheets dated 11/9/19 included the following documentation: a. The resident required assist of 2 with gait belt and front wheel walker with attached right arm brace related to cast to RUE (Right Upper Extremity) following fracture to arm with multiple breaks from fall at home when the			

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	resident attempted to go to the restroom independently. The resident noted to have weakness and pain to feet related to pressure areas prior to admission. b. The resident admitted to the facility with pressure areas to the coccyx and multiple areas to left foot toes with 2 stage II areas and 2 unstageable areas related to slough tissue. Per the resident the areas present at home for a long time, she tried to heal them with home health services, she did not wear shoes, and her feet always cold because she could not turn the heat up in her house very high. Bilateral feet observed to be light purple in color; feet elevated and sock and blankets in place. The resident stated she had the area to her coccyx for a while due to incontinence and not able to get to the restroom when needed. The Discharge Return Not Anticipated (DRNA) MDS dated 11/9/19 identified Resident #5 admitted to the facility on 11/4/19 and discharged to the hospital acutely on 11/9/19. The care plan focus area initiated 11/5/19 identified impaired skin integrity related to bladder and bowel incontinence and impaired mobility. The goal included the areas to the toes and coccyx would heal without			

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	signs/symptoms of infection by target date of 11/17/19. The interventions listed: a. assess open areas/skin condition when doing treatment, documenting progress at least weekly. b. keep skin clean and dry as possible. c. monitor for signs/symptoms of infection, i.e. redness, warmth, pain, swelling, drainage, and increased temperature. d. monitor intake of meals and record. e. monitor skin condition with daily dressing and weekly bathing. f. offer and assist to restroom upon rising, before and/or after meals, and bedtime. g. peri-care (incontinence care) twice a day and as needed after incontinent episodes. h. PRD (Pressure Reduction Distribution) to bed and wheelchair. i. report any reddened or open areas. j. treatments to areas per physician order. The Care Plan Review dated 11/7/19 documented treatments done for wounds and a copy given to Resident #5's family member. The facility Discharge Summary dated 11/11/19 documented the resident with lower right leg in poor condition and some wounds on sacrum and right toes; edema to right hand. The summary failed to document under Course of			

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	Treatment any treatments to the left toes or coccyx. The historical hospital medical records prior to Resident #5's admit to the facility 11/4/19 lacked documentation pertaining to any wounds or treatments for wounds on the resident's coccyx or left toes. The Nursing Admission Screening/History dated 11/4/19 at 5:01 p.m. recorded a full head-to-toe nursing assessment completed on Resident #5. The Assessment Tab of the electronic record printed 7/29/20 reflected this initial nursing assessment completed by Staff T, Licensed Practical Nurse (LPN). The clinical record lacked any indication a Registered Nurse (RN) completed or participated in the initial nursing assessment. The assessment documented the resident resided in room 321-1; fell and broke her wrist at home; alert and oriented to person, place, time, and situation; and both right and left legs normal color, normal temperature, and she could bear weight on legs. The assessment recorded the skin assessment done by Staff D, LPN; and pain rated an 8 out of 10 (zero no pain and ten the worst pain imagined). The resident reported pain located mostly in her bottom but some pain in her right arm.			

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	The Skin Nurse Weekly Skin Observation Tool dated 11/4/19 at 2:28 p.m., written by Staff D, documented the following 5 pressure sores present at admit: a. left foot 3rd digit, stage II pressure that measured 1.2 centimeters (cm) by 1.2 cm. b. left foot 4th digit, unstageable pressure that measured 1.3 cm by 0.8 cm. c. left foot 5th digit, unstageable pressure that measured 0.5 cm by 0.4 cm. d. left foot top of 2nd digit, area noted as pressure but not staged that measured 0.4 cm by 0.3 cm. e. sacrum, stage II pressure that measured 0.6 cm by 0.3 cm by 0.3 cm depth. Staff D documented the left foot 3rd digit deep purple/black on approximately 2/3rd of the toe. The foot cherry red, cool to the touch, blanched fair. Slough present on the 4th and 5th digits with foam between the resident's toes when she arrived to the facility. The resident's family member stated he cared for the areas at home like that and did not treat them. The skin surrounding the sacrum very red with wound base meaty red, wound edges very macerated. Staff D recorded she faxed out to the doctor to request a new treatment.			

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	On 7/30/20 at 12:05 p.m., the Director of Nursing (DON) stated the facility kept all skin assessments either in the electronic record or on paper. The DON confirmed if a resident discharged then all skin assessments documented on paper should be in the closed hard chart record. The DON not aware of any other areas in the facility where skin assessments documented or stored. The clinical record lacked documentation of any other full nursing assessments pertaining to the wounds located on the sacrum and left toes. The Braden Scale for Predicting Pressure Sore Risk dated 11/5/19 at 7:57 a.m. documented a score of 17 that indicated the resident at risk. The Order Summary Report signed 11/6/19 contained all the active physician's orders for medications and treatments. The report lacked orders for treatments to any of the resident's 5 pressure sores located on her sacrum and left toes. The orders lacked any orders pertaining to compression stockings/hose. The November 2019 Medication Administration Record (MAR) and Treatment Administration Record (TAR) lacked documentation of any pressure sore treatments. The MAR and TAR			

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	lacked documentation pertaining to compression stockings/hose. The clinical record contained daily Skilled Charting nursing assessments from 11/5/19 thru 11/9/19. The Skilled Charting form contained a section to document a complete head-to-toe physical assessment of a resident and included these sub-sections: vital signs; Level of Consciousness/Orientation/Cognition; ADLs/Functional Status; Mood and Behavior; Bladder; Bowel; Skin/Wound; Respiratory; Cardiovascular; Neurological/Sensory/Communication; Pain; Medications/Orders; and Skilled Services. The Assessments Tab of the electronic record printed 7/29/20 reflected who wrote each assessment. The Skilled Charting nursing assessment dated 11/5/19 at 1:47 p.m. written by Staff G, RN. Staff G documented under Skin/Wound Care the resident with treatable wounds on left toes and coccyx and no treatment order at that time. The nurse wrote the area assessed and sent for treatment order. The Cardiovascular section recorded peripheral pulses palpable with mild edema to bilateral lower extremities (BLE), bilateral feet dark red and cooler to touch, left hand red and cooler to touch, and			

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	unable to obtain accurate O2 (oxygen) saturation reading. The Pain section recorded the resident rated her pain at a 5 out of 10, location of pain left blank, Tramadol (pain medication) given after therapy and while doing treatment per request, and when asked if having pain at breakfast the resident said no. The Skilled Charting nursing assessment dated 11/6/19 at 2:43 p.m. written by Staff G. Staff G documented under Skin/Wound Care the exact same information as 11/5/19 assessment; the resident with treatable wounds on left toes and coccyx, no treatment order at that time, the area assessed, and sent for treatment order. The Cardiovascular section documented the exact same information as the 11/5/19 at 1:47 p.m. assessment; peripheral pulses palpable with mild edema to BLE, bilateral feet dark red and cooler to touch, left hand red and cooler to touch, and unable to obtain accurate O2 sat. The Pain section recorded a pain rating of 5, the location left blank, and noted Tramadol given per request at lunch time. The Skilled Charting nursing assessment dated 11/7/19 at 12:49 p.m. written by Staff K, LPN. Staff K documented under Skin/Wound Care the resident with treatable wounds and no other information recorded. The Cardiovascular			

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	section documented peripheral pulses palpable, mild edema to BLE, and bilateral feet dark red and cooler to touch. The Pain section recorded the resident verbalized pain but no rating, location, or notes recorded. The Skilled Charting nursing assessment dated 11/8/19 at 1:36 p.m. written by Staff K. Staff K documented nothing under Skin/Wound Care as the section left blank. The Cardiovascular section recorded the exact information as the 11/7/19 at 12:49 p.m. assessment; peripheral pulses palpable, mild edema to BLE, and bilateral feet dark red and cooler to touch. The Pain section recorded the resident verbalized pain but no rating, location, or notes recorded. The Skilled Charting nursing assessment dated 11/9/19 at 1:19 p.m. written by Staff L, LPN. Staff L documented under Skin/Wound Care the resident with treatable wounds, location left blank, and unable to assess wounds due to cast placement. The Cardiovascular section documented peripheral pulses palpable, mild 1+ edema (mild pitting, slight indentation, no perceptible swelling of the leg) present, and the resident remained up in wheelchair much of the shift and offered the use of recliner but declined. The Pain section recorded the resident denied pain or discomfort that shift.			

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	The Medications section recorded the resident continued antibiotic for skin/wound management with no adverse effects. The Pain Level Summary recorded only numerical numbers for pain rated on a 0 to 10 scale and no other characteristics of pain or its location: a. 11/4/2019 at 5:10 p.m. - 10 b. 11/4/2019 at 6:24 p.m. - 10 c. 11/4/2019 at 10:41 p.m. - 8 d. 11/5/2019 at 12:30 a.m. - 3 e. 11/5/2019 at 5:32 a.m. - 7 f. 11/5/2019 at 10:10 a.m. - 0 g. 11/5/2019 at 10:30 a.m. - 5 h. 11/5/2019 at 2:35 p.m. - 3 i. 11/5/2019 at 4:25 p.m. - 7 j. 11/5/2019 at 6:18 p.m. - 5 k. 11/6/2019 at 1:23 a.m. - 5 l. 11/6/2019 at 4:32 a.m. - 0 m. 11/6/2019 at 5:20 a.m. - 5 n. 11/6/2019 at 7:56 a.m. - 4 o. 11/6/2019 at 12:11 p.m. - 6 p. 11/6/2019 at 1:55 p.m. - 4 q. 11/6/2019 at 5:10 p.m. - 5 r. 11/6/2019 at 9:09 p.m. - 3 s. 11/7/2019 at 5:11 p.m. - 8 t. 11/7/2019 at 7:05 p.m. - 6 u. 11/7/2019 at 8:49 p.m. - 10 v. 11/7/2019 at 11:06 p.m. - 9			

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	w. 11/8/2019 at 5:28 p.m. - 8 x. 11/8/2019 at 8:08 p.m. - 6 y. 11/9/2019 at 3:30 a.m. - 8 z. 11/9/2019 at 5:16 a.m. - 3 The clinical record only contained correlating, partial pain assessments on the dates highlighted in bold above. The Progress Notes only described the location of the pain on the following dates; otherwise, the clinical record lacked thorough pain assessment information: a. 11/4/19 at 5:10 p.m. noted in the initial nursing assessment pain located mostly in her bottom and some in right arm b. 11/5/19 at 4:25 p.m. noted complaints of right wrist pain c. 11/5/19 at 11:25 p.m. noted complaints of right wrist pain with Tramadol given with some relief and no further pain d. 11/6/19 at 5:20 a.m. noted arm pain e. 11/6/19 at 5:10 p.m. noted arm pain f. 11/7/19 at 5:11 p.m. noted right arm pain g. 11/7/19 at 8:49 p.m. noted right arm and buttock pain h. 11/8/19 at 5:28 p.m. noted right arm and coccyx pain i. 11/9/19 at 6:58 a.m. noted complaints of positional pain while in bed throughout the night			

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	The Progress Notes lacked documentation of an initial admit note to record the resident's arrival to the facility and status/circumstances of her arrival on 11/4/19. The Progress Notes contained the following documentation: a. On 11/5/19 at 5:32 a.m., Tramadol medication given for increased pain. b. On 11/5/19 at 5:46 a.m. Staff R, LPN, wrote a skilled note. Staff R documented the resident skilled for right arm fracture with surgical repair and complaints of pain rated 7 out of 10 that shift. The resident's skin with several existing skin issues noted, including pressure ulcer to coccyx, toe discoloration with foam in place, and bruising noted to left wrist at that time. Staff R recorded the resident's cast in place to right arm with no complaints of numbness or swelling. The entry lacked indication of which toes affected or status of the sores. c. On 11/5/19 at 1:54 p.m. Staff G, RN, wrote a Health Status Note. Staff G recorded she spoke to the resident's primary physician office about allergies. The entry documented nothing about notification of 5 pressure sores or a black colored toe as mentioned on the initial skin assessment. d. On 11/5/19 at 11:25 p.m. Staff O, LPN, wrote a Skilled Note. Staff O documented the			

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	resident complained of pain once and Tramadol given. Staff O recorded the resident with bruising to left hand/wrist area, pressure ulcer to coccyx, and pressure areas to left toes. The entry lacked indication of which toes affected or status of the sores. e. On 11/6/19 at 4:08 a.m., Staff R wrote a Skilled Notes. Staff R documented the resident experienced pain with pain medication given. Staff R recorded the resident continued with bruising to left wrist, pressure ulcer to coccyx, and discoloration to toes. The entry lacked indication of which toes affected or status of the sores. f. On 11/7/19 at 12:04 a.m., Staff O wrote a Skilled Note. Staff O documented the resident experienced pain once and Tramadol given. Staff O recorded the resident continued with bruising to left hand/wrist area, pressure ulcer to coccyx, and pressure areas to left toes. The entry lacked indication of which toes affected or status of the sores. g. On 11/7/19 at 7:15 a.m. Staff H, LPN, wrote a Skilled Note. Staff H recorded the resident with pressure ulcer to coccyx and pressure areas to toes. The entry lacked indication of which toes affected or status of the sores. h. On 11/7/19 at 12:47 p.m. Staff K, LPN, wrote a Health Status Note. Staff K recorded the resident went out for a physician visit to see her			

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Health Facilities Division
Citation

Citation Number: **#8088**			**Date:** **9/1/20**
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Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**			
	SB		

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	hand surgeon. At 4:02 p.m. Staff O documented the resident returned with order to keep the cast clean and dry, try to elevate up in air, and give Norco 5 mg (milligrams)/325 mg (narcotic pain medication combined with acetaminophen) 1 to 2 tabs every 6 hours as needed for pain. i. On 11/7/19 at 7:03 p.m., Staff O documented a fax received from the resident's hand surgeon ordering Keflex antibiotic medication 500 mg capsule four times a day for 10 days for lacerations under the cast. j. On 11/7/19 at 11:44 p.m., Staff O wrote a Skilled Note. Staff O documented the resident experienced pain with Norco given. Staff O recorded the resident continued with bruising to left hand/wrist area, pressure ulcer to coccyx, and pressure areas to left toes. The entry lacked indication of which toes affected or status of the sores. k. On 11/8/19 at 6:48 a.m., Staff H wrote a Skilled Note. Staff H documented the resident complained of pain at the beginning of the shift rated a 9 out of 10 and Tylenol given with Tramadol, which was effective. Staff H recorded the resident continued with pressure areas to coccyx and to left toes. The entry lacked indication of which toes affected or status of the sores.			

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	l. On 11/8/19 at 11:25 p.m., Staff O wrote a Skilled Note. Staff O documented the resident complained of pain rated at an 8 with Norco given and some relief voiced. Staff O recorded the resident continued with bruising to the left hand/wrist area, pressure ulcer to coccyx, and pressure areas to left toes. The entry lacked indication of which toes affected or status of the sores. m. On 11/9/19 at 6:58 a.m., Staff H wrote a Skilled Note. Staff H documented the resident complained of positional pain while in bed throughout the night, Norco given, and the resident stated relief. Staff H recorded the resident continued with pressure areas to coccyx and left toes. The entry lacked indication of which toes affected or status of the sores. n. On 11/9/19 at 1:52 p.m. Staff L, LPN, wrote a Health Status Note. Staff L documented the resident sat in her recliner with her family member standing at the foot of the recliner with her sock off the left foot. The family member upset about the appearance of the toes on the foot stating the toes not that way when the resident in the hospital, now much worse. The family member took pictures of the foot. Staff L wrote she reassured the family member they monitored the toes and would leave the compression hose off the right leg and the			

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	family member voiced they wanted the socks on but they didn't need to be so tight nor did her shoes need to be on. Staff L wrote she attempted to educate the family member the reasoning and use of compression stockings and assured them the resident could go without shoes except when transferring. Staff L recorded she called Staff D, LPN/Skin Nurse, to update on the situation. The entry lacked documentation of a full skin assessment, description of what the toes looked like, measurement of the wounds, location of the wounds, or notification to the physician. o. On 11/9/19 at 2:10 p.m., Staff L documented the family member reported they called the physician and the physician wanted to speak to the nurse. The entry recorded the nurse updated the physician on the appearance of the toes and the physician wanted the resident sent to the ER (Emergency Room) for evaluation of the area. At 2:20 p.m., the resident left the facility and transported to the ER. p. On 11/9/19 at 9:12 p.m. the entry recorded the resident admitted to the hospital for sepsis (infection in the blood) due to cellulitis (inflammation of the skin) with necrosis (death of body tissue) of toes and problems with the cast (right arm).			

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	q. On 11/20/19 at 4:34 p.m., a Social Service entry recorded the resident's wheelchair picked up from ICU (Intensive Care Unit). Review of the clinical record revealed the record lacked documentation the resident's primary physician notified of the resident's 5 pressure sores as recorded on the initial skin assessment or the notation of a deep purple/black toe discoloration. The resident's family member sent a text message with a picture of the left foot to the physician on-call for the primary care physician on Saturday, 11/9/19 at 2:14 p.m. The family member wrote to the physician they wanted the doctor to see that the facility did not provide care of the foot all week since Monday (11/4/19). Review of the pictures taken by Resident #5's family member, dated 11/9/19 on the pictures, revealed the left foot with wounds. The 2nd toe with a scabbed, darkened area on the top of the toe; the 3rd toe mostly deep purplish and black in color; the 4th toe all black, appeared swollen; and the 5th toe not visible due to soiled gauze wrapped around the toe and in-between the 2nd and 3rd toes that appeared stuck in place without tape. The pictures revealed the left foot			

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	with redness darker in color on the top of the foot. The ED (Emergency Department) Provider Notes dated 11/9/19 at 3:58 p.m. documented the resident presented with foot pain, skin breakdown of 3rd and 4th digits on left foot blackening, and redness and swelling of bilateral feet. The Clinical Impression and Disposition dated 11/9/19 at 7:35 p.m. diagnosed sepsis due to cellulitis; toe necrosis; problem with fiberglass cast; and acute respiratory failure with hypoxia (low blood oxygen levels). The Hospitalist Discharge Summary dated 11/26/19 at 2:13 p.m. recorded the following: a. Hospital Course - the patient (Resident #5) presented to the hospital with left foot pain and blackish discoloration in her toes. Vascular surgery consulted. The patient started on heparin drip (blood thinning medication). Patient had left SFA (Superficial Femoral Artery), popliteal artery atherectomy (procedure that utilizes a catheter with a sharp blade on the end to remove plaque from a blood vessel) and angioplasty (procedure to open narrowed or blocked blood vessels). Patient had stent placed to left popliteal artery. Podiatry consulted and she had a transmetatarsal			

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	amputation (surgery to remove part of foot) left foot on 11/15/19. The patient developed C.Diff (Clostridium Difficile - type of infection) during hospitalization. The patient started on Vancomycin orally (antibiotic medication). Diarrhea improved. Tissue culture from her foot grew MRSA (Methicillin-Resistant Staphylococcus Aureus) and Proteus (types of bacteria). Patient was on Zyvox and ceftriaxone (two additional types of antibiotic medications). Infectious Disease consulted and following during hospitalization. Patient developed respiratory distress during hospitalization attributed to pulmonary edema (fluid in lungs) and possible aspiration pneumonia. Patient intubated on 11/22/19 and started on tube feeds. The patient passed away on 11/26/19 at 7:58 a.m. b. The primary cause of death documented as shock, respiratory failure, pulmonary edema, and pneumonia. The secondary causes of death documented as left toes gangrene status post transmetatarsal amputation and C.difficile. The Certificate of Death dated 11/26/19 at 7:58 a.m. documented the immediate cause of death shock due to or as a consequence of respiratory failure due to or as a consequence of pulmonary edema with underlying cause of pneumonia and other significant condition of left			

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	toes gangrene status post transmetatarsal amputation, Clostridium Difficile. Physician Interview On 8/4/20 at 10:30 a.m., the nurse for Resident #5's primary care physician reviewed the clinic's medical records for Resident #5. The clinic representative stated the clinic received a fax on 11/4/19 regarding a message about the resident's vitamin B12 injection, and a call from the facility pharmacy regarding clarification of oxycodone (narcotic pain medication) and Tramadol medication. The clinic representative reported on 11/5/19 the clinic received a fax related to the oxycodone being too strong for the resident but nothing about a black toe. The clinic representative reported on 11/6/19 the facility faxed the resident's immunization records. The clinic representative stated they did not scan every fax if they did not have to address anything, but otherwise they scanned the faxes into the record if orders written. The clinic representative reported they received a call on 11/9/19 from the resident's family member about Resident #5's toes. On 8/24/20 at 1:23 p.m., Resident #5's primary care physician reported he never examined the resident while the resident resided at the facility			

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	and he did not see the resident's toes. The physician stated in his opinion, a black toe is considered something critical requiring a call to the physician rather than a fax. The physician responded it would depend on the strength of the resident's ted hose whether or not the hose are contraindicated to wear on an extremity with a wound present. The physician responded the facility called with any headaches, small bruises, or falls without injury, so he would not know why they would not call to report a black toe as it would indicate a blood flow issue. On 8/13/20 at 4:08 p.m., the podiatrist who performed the amputation for Resident #5 responded he remembered the resident vividly and reviewed the resident ' s medical records. The podiatrist responded to a question about if the resident ' s outcome could have changed if staff notified the physician of the deep purple/black discoloration at the time of admit 11/4/19. The podiatrist stated the 3rd and 4th toes completely black and the 5th starting to get black when he evaluated the resident and no way the symptoms reported as seen on 11/9/19 would have happened overnight. The podiatrist commented maybe 1 toe but not all 3. The podiatrist stated what should have happened was as soon as the nurse documented she			

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	observed deep purple/black discoloration she should have called the resident ' s primary physician. The podiatrist stated if the primary physician had contacted him at that point, the podiatrist would have gotten the resident seen that day. Family Interview On 8/4/20 at 11:24 a.m., Resident #5's family member reported the resident seen at the wound clinic prior to admit to the facility 11/4/19 for a chronic, coccyx ulcer located at the top of her rectum. The family member denied the wound center seeing the resident for pressure sores on her toes. The family member stated the hospital gave them a discharge paper that directed to keep eye on the baby toe and watch for gangrene. The family member said they gave the paper and the orders from the hospital to the facility. The family member said they noticed a pink spot on the resident's baby toe. The family member stated they wanted the hospital doctor to do something but they never took any blood work and did anything about it. The family member reported the resident wore compression socks on her feet at home ordered by their family doctor related to the resident's heart issues. The family member said the facility held a big meeting with them the day			

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	before they observed the resident's feet on 11/8/19. The family member reported the resident going in and out of therapy and supposed to keep her foot elevated so they did not swell but the facility not doing that and not keeping the arm with a cast elevated in the air. The family member said the resident sat in a chair, kept the arm down, and the arm swelled up as not kept in the sling. The family member voiced the facility did not provide care for their mother. The family member recalled the resident's pinky toe had just the one spot that got bigger by the end of stay. The family member identified the resident on narcotic pain medication and so made no noise of pain complaints when asked why she wore compression hose. The family member reported the family physician mainly recommended wearing the hose a long time before the hospitalization in October 2019. The family member said they asked the facility everyday if they were checking the resident's foot. The family member stated they could not believe what they saw when they took off the socks/compression hose on 11/9/19. The family member stated the resident reported to them the staff did not remove her compression hose since she admitted to the facility and told them the night before the facility put her to bed in her socks and shoes. The family member			

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	stated they voiced disbelief to the resident that the facility did not remove the hose during her 5-day stay, but upon removing the socks, they could not believe what they found. The family member recalled taking off the right compression hose first, everything okay, then they took off the left compression hose sock and the resident stated ow, ow. The family member stated the resident reported the foot had been hurting but she did not say anything. The family member reported the area on the foot reddish in color when they last saw it at the hospital and then the whole toes black; no way it just happened. The family member reported they called the on-call physician for the family doctor on 11/9/19 and sent pictures to notify the doctor of the concern and the doctor ordered the resident sent to the ER for evaluation. The family member forwarded a text message of a screen shot of the message and picture sent to the doctor on 11/9/19. The family member commented the resident admitted to the facility just for therapy and then to go back home; the facility should have kept an eye on the resident's foot. The family member reported the hospital cut off the resident's toes as diagnosed with gangrene and did not know at first what caused the infection; it took a while for them to test her and for two weeks she received antibiotics for gangrene. The family			

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	member said the resident passed away after four different antibiotic treatments. The family member again stated it looked nothing like that when the resident admitted to the facility and she only had one spot with spacers between the toes. In a follow-up interview on 8/4/20 at 1:27 p.m., Resident #5's family member reported the resident wore the type of compression hose with an enclosed toe area so there was no opening to view the toes. Staff Interviews On 7/31/20 at 10:34 a.m. Staff D, LPN, recalled working with Resident #5. Staff D stated when Resident #5 admitted to the facility she was a mess, very pleasant, withdrawn, and had some wounds but Staff D could not recall all the wounds. Staff D commented she knew skin issues present on toes and groin area. Staff D confirmed the left toes looked purple and black on the day of admit when she completed the initial skin assessment. Staff D stated she sent a fax to the doctor. Staff D explained the fax process is a fax sent, then put into a book of faxes, and when the faxes get back, the nurses put the faxes into the residents' hard chart. Staff D voiced she did not recall Resident #5 complaining of pain. Staff D stated the			

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	resident's family member insisted when Resident #5 went to the hospital (11/9/19) her toes not like that on admission to the facility, but not true. Staff D explained Resident #5's toes were bad when Resident #5 admitted to the facility. Staff D responded she did not get a fax back that she could recall. Staff D stated she followed up on the resident's toes a couple of times. Staff D said the resident's toes started to look a little better but stayed the same deep purple/black color. Staff D recalled it was not all the resident's toes but she knew all of the 3rd digit pretty dark red purple. Staff D reported some drainage present from the toes but she did not recall a foul smell. Staff D responded skilled assessments should include skin assessments. Staff D made no mention in her interview about any sores on the coccyx area. In a follow-up interview on 7/31/20 at 11:11 a.m., Staff D responded sometimes the LPN did the initial nursing assessment, as it was the facility expectation the charge nurse on duty for the floor did them. Staff D explained so if an LPN was scheduled on hall 3, then the LPN did the admission assessment. Staff D stated the RN did not usually participate in the initial nursing assessment. In a second follow-up interview on 7/31/20 at 3:14 p.m., Staff D responded she could not			

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	confirm if Resident #5 wore compression hose and identified the resident as already in bed when she entered for the initial skin assessment 11/4/19. Staff D could not recall or clarify anything about the resident wearing ted hose. On 8/5/20 at 4:05 p.m. Staff R, LPN, stated she did not honestly recall Resident #5 at all. Staff R stated she only worked part-time back then and did not recall anything about black toes or her 11/5/19 progress note. Staff R stated she knew she heard others asking about it but she just did not remember anything else. Review of the daily staffing schedules 11/4/19 thru 11/9/19 revealed Staff R worked 10 p.m. to 6 a.m. on 11/4 and 11/5 with Staff R assigned to Resident #5's hall, (hall 3), on both of those days. On 7/31/20 at 10:48 a.m. Staff G, RN, recalled Resident #5. Staff G responded she thought she saw the resident's toes but did not remember her having black toes. Staff G stated she did not recall seeing that much detail. The Skilled Charting nursing assessment written by Staff G on 11/5/19 and 11/6/19 read aloud. Staff G responded she did not remember anything about those assessments and did not remember seeing			

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	anything like that. Staff G stated she thought the resident had some pain but did not recall the specifics. Staff G did not recall doing any treatments to the resident's toes as she thought treatments usually done in the afternoons or done by Staff D who was a resident care coordinator (RCC) and did many skin measurements. Review of the daily staffing schedules 11/4/19 thru 11/9/19 revealed Staff G worked 6 a.m. to 2 p.m. on 11/4, 11/5, and 11/6. Staff G assigned to Resident #5's hall, hall 3, on all those days. On 8/5/20 at 9:50 a.m. Staff P, CNA, responded she slightly recalled Resident #5 and some black toes. Staff P recalled working one day and assisting the resident with changing and getting ready for bed. Staff P stated she noticed the toes and so she told the nurse. Staff P responded she did not recall the name of the nurse or if the resident wore compression hose. Staff P stated she recalled the nurse told her she already knew about the condition of the resident's toes. Staff P said the resident did not comment about pain to her. Staff P stated she did not recall what the toes looked like other than mainly black in color. Staff P voiced it was the first time she worked with Resident #5,			

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	SB		

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	which was a couple days before the resident left the facility. Review of the daily staffing schedules 11/4/19 thru 11/9/19 revealed Staff P worked 2 p.m. to 10 p.m. on 11/5, 11/7, 11/8, and 11/9. Staff P assigned to Resident #5's hall, hall 3, on 11/5 and 11/7. On 7/31/20 at 12:27 p.m. Staff N, CNA, recalled Resident #5. Staff N recalled the resident could do some things by herself, had a cast on one arm, and needed a little more help than some other residents needed. Staff N stated she remembered seeing the resident's toes when first admitted and they looked pretty bad. Staff N described pretty bad to mean kind of gangrene looking within the first week. Staff N reported she saw the resident on the resident's first day but not assigned to the resident's hall. Staff N responded the resident did not have compression hose on the foot with bad toes but the other foot did. Staff N stated she just recalled the toes with a little bit of black color to them but she could not remember if a smell or drainage present. Staff N reported she remembered she just had gotten her CNA license so she talked with Staff O, LPN, about the resident's toes as she wondered how to care for them. Staff N stated Staff O basically said to make sure if the toes drained note it and			

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Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**			
	SB		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	help soak it up, get rid of it, and report the drainage, smell, or increased coloration to Staff O and make sure the compression hose not on that foot. Staff N stated she did not work the resident's hall much but the resident did not complain of pain to her. Review of the daily staffing schedules 11/4/19 thru 11/9/19 revealed Staff N worked 6 a.m. to 2 p.m. on 11/4, 11/5, 11/6, 11/7, and 11/9. Staff N assigned to Resident #5's hall, hall 3, on 11/7. On 7/31/20 at 12:14 p.m. Staff M, CNA, stated he usually helped with both halls so helped hall 3. Staff M responded Resident #5's name sounded familiar. Staff M stated he recalled seeing a resident with black toes, he could not confirm which resident, but he knew when the resident came into the facility their toes appeared blue in color and went a little black even if pulled blankets off toes. Staff M responded he thought it could have been November but unsure and he could not recall what happened to the resident as back in November 2019 he mostly worked on halls 1 and 6 and only helped out on the other halls. Review of the daily staffing schedules 11/4/19 thru 11/9/19 revealed Staff M worked 2 p.m. to 10 p.m. on 11/4, 11/6, 11/8, and 11/9. Staff M			

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Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

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Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**			
	SB		

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	assigned to Resident #5's hall, hall 3, on all those days. On 7/31/20 at 1:18 p.m. Staff O, LPN, responded she recalled Resident #5 but thought she only worked with the resident one time. Staff O responded she knew the resident's toes blackened but she did not recall an area on the resident's bottom. Staff O recalled the resident saw a doctor due to a laceration under the cast. Staff O stated she thought the blackened toes were on the left foot and not sure if it was all the toes. Staff O voiced she thought the toes just blackened and the treatment was to put Betadine on them as the skin nurse Staff D, LPN, was big on treating with Betadine. Staff O responded she did not think she called the physician or faxed the doctor about the resident's wounds. Staff O stated she only worked the 2 p.m. to 10 p.m. shift and identified dayshift as responsible for the comprehensive skilled assessments while the second shift charted in progress notes. The progress note dated 11/7/19 at 12:04 a.m. read aloud. Staff O responded if it was her first progress note for the resident then and it was the first time she saw the resident. Staff O responded yes the toes would have been black in color even if not documented in her notes. Staff O did not recall anything about			

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Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**				
	SB			

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	compression hose. Staff O clarified normally compression hose put on residents in the mornings and taken off at night unless ordered differently. Staff O stated nurses got orders for compression hose typically. Staff O commented if the toes would have opened or had drainage she would have wrote that. Staff O responded she was not aware the resident's toes were amputated or diagnosed with gangrene. Staff O identified LPNs as conducting initial nursing assessments. Staff O commented she worked at another nursing home where she read the scope of practice and RNs supposed to do the initial nursing assessments but the facility said as long as RN in building LPNs could do the initial assessment. Review of the daily staffing schedules 11/4/19 thru 11/9/19 revealed Staff O worked 2 p.m. to 10 p.m. on 11/5, 11/6, 11/7, and 11/8. Staff O assigned to Resident #5's hall, hall 3, on all those days. On 7/30/20 at 5:50 p.m., Staff H, LPN, responded he did not recall Resident #5, as it did not ring a bell. After referencing the progress notes for Resident #5, Staff H continued to deny recollection of caring for Resident #5 in November 2019. Staff H denied			

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Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**				
	SB			
Rule or Code Section	**Nature of Violation**	**Class**	**Fine Amount**	**Correction date**
	any recollection of a resident assessed with black toes. Review of the daily staffing schedules 11/4/19 thru 11/9/19 revealed Staff H worked 10 p.m. to 6 a.m. on 11/6, 11/7, 11/8, and 11/9. Staff H assigned to Resident #5's hall, hall 3, on all those days On 7/31/20 at 10:59 a.m. Staff K, LPN, responded she very vaguely recalled Resident #5. Staff K commented she did not work that side of the facility too often. After the Skilled Charting and progress notes written by Staff K in Resident #5's chart read aloud, Staff K responded she honestly could not remember that far back and her documentation should record everything she did for the resident. Staff K stated if the resident had treatable wounds or dressing changes then she would have done them. Staff K stated she never observed toes as black but knew if any skin area was a pressure sore then the skin nurse did the treatments. Staff K voiced the floor nurses just did the regular skin treatments. Staff K stated Staff D always did weekly skin assessments. Staff K responded Skilled Charting assessments only included skin assessments if the nurse had to do a treatment to a skin area. Staff K responded she never			

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Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**			
	SB		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	found out about the resident having gangrenous toes. Staff D responded the facility did expect LPNs to do everything on the initial nursing assessment and she did not recall a RN participating. Staff D commented the same girl who did skins, Staff D, also did the admit orders, otherwise, the charge nurse LPN did all of the nursing admit assessments. Review of the daily staffing schedules 11/4/19 thru 11/9/19 revealed Staff K worked 6 a.m. to 2 p.m. on 11/4, 11/6, 11/7, and 11/8. Staff K assigned to Resident #5's hall, hall 3, on 11/7 and 11/8. On 7/31/20 at 11:13 a.m. Staff L, LPN, stated she recalled Resident #5. Staff L remembered the first day she saw the resident as a day or two after her admit to the facility. Staff L stated she returned to work and was told the resident had decubitus sores (pressure sores) on toes or diabetic ulcers. Staff L stated she remembered going in the resident's room to find a family member present and very upset. Staff L reported the family member adamant the resident's sores worse than they looked at the hospital before admission to the facility. Staff L stated she explained it was her first time seeing the sores. Staff L voiced shock when she saw the toes black and necrotic looking and Staff L recalled asking another nurse who			

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	SB		

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	previously worked on the resident's hall about the sores. Staff L reported she asked Staff O, LPN, who said the toes appeared purple with some black areas on the bottom side of toes and not that bad before but they were much worse now. Staff L stated she told Staff O the toes were black not purple. Staff L stated when she got report from the previous nurse that day (11/9/19), she was not alerted to any change in appearance of the foot. Staff L stated she heard conflicting stories from nurses; one nurse said the toes looked like that (black) on admit and another said they did not. Staff L stated if she remembered right, she contacted the physician and shipped the resident to the hospital as something seriously wrong. Staff L voiced she honestly did not remember exactly where the skin appeared open, she just knew open areas were present. Staff L did not recall the extent of damage to the toes, odor, weeping, or drainage; just remembered black in color, the cap refill horrible (quick test done on nail bed to get indication of blood flow), and touching toes seemed to cause the resident pain. Staff L clarified she felt the resident seemed in pain based on non-verbal sign of the resident tensing her foot when touched. Staff L stated the family member took pictures and called the clinic as she did and the doctor ordered the resident sent to the ER. Staff L			

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	SB		

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	commented that was the first and only time she saw the resident's toes. When asked about her Skilled Charting assessment from 11/9/19 at 1:19 p.m. not mentioning the toes appearing black, Staff L confirmed the note as accurate; she did not look at the toes at the time she completed the assessment. Staff L commented when she started working at the facility she received no direction on what to put into skilled notes. Staff L further explained she did not know why she did not look at the resident's toes but thought it was due to the resident wearing compression socks so she did not take off the socks to look at the toes. Staff L stated she knew the resident's toes contained wounds but was told the areas were small and did not require a dressing (treatment) or anything. Staff L voiced she should have removed the compression hose to check the toes and it was her mistake, as the left hose not removed until the family member arrived and did it. Staff L did not recall if the resident wore compression hose on both legs but stated generally hose were worn on both legs. Staff L responded she completed initial nursing assessments as a LPN many times even though she knew LPNs should not do the initial admit nursing assessments, however, LPNs were often left the task to complete. Staff L stated she thought the biggest reason LPNs should not do the			

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	SB		

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	initial assessments is they are not as thorough as a RN. Staff L stated she knew RNs signed off on the assessments without being in the room or seeing the resident. Staff L responded in her opinion, the toes that way before she worked 11/9/19, she did not know to what extent, but she believed no way that happened in 8-hour period. Staff L stated she believed the toes were dark and discolored on admission to the facility and got worse from lack of care and the wearing of compression stockings. Review of the daily staffing schedules 11/4/19 thru 11/9/19, revealed Staff L worked 2 p.m. to 10 p.m. on 11/8 and 6 a.m. to 2 p.m. on 11/9. Staff L assigned to Resident #5's hall, hall 3, on 11/9 only. On 8/5/20 at 11:31 a.m., the DON stated she recalled being in the room when Staff D talked about bandaging Resident #5's toes up on 11/4/19. The DON reported Staff D talked about issues with the resident's toes and going to contact the physician. The DON stated at that time she did not know if Staff D contacted the doctor. The DON stated that at no time did she herself ever assess Resident #5's toes. The DON explained she held the position of MDS Coordinator at the time Resident #5 resided in the facility and Staff D was a Resident Care Coordinator (RCC). The DON			

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	SB			

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	further identified a RCC as responsible for falls, wounds, skins, nursing assistance, faxes, and admit orders. The DON stated she was in the resident's room to complete the BIMS assessment at the time Staff D and the floor nurse talked about the discoloration to Resident #5's toes and that they looked like pressure sores. The DON stated she expected the daily skilled nursing assessment to be a full head-to-toe and not enough to say a pressure sore continued or present. The DON stated the expectation included documentation of measurement, color, and if pain to the site. The DON verified at the time Resident #5 resided in the facility, LPNs completed initial nursing assessments. The DON stated she identified on 6/20/20 the need for an action plan to address a RN needed to do the initial assessments and not just sign off on the assessment. The DON reported since 6/20/20, she now participated and completed the initial nursing assessments. The DON stated she would expect a call to the doctor with any assessment of a black toe. The DON voiced the general the expectation if the facility sends a fax sent to the physician regarding an issue and there is no response within 24 hours then the nurses should refax, and if no response in another 24 hours, the nurse should call the physician to report. The DON acknowledged			

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Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**			
	SB		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	the nurse should have called the physician on 11/4/19 but even if she faxed, with no response the nursing staff should have called the physician no later than the morning of 11/7/19 to report the black toes and seek treatment orders. 2. According to the MDS dated 1/3/20, Resident # 4 admitted to the facility on 12/30/19 with diagnoses that included: cerebrovascular accident (CVA), type 2 diabetes, heart disease and cardiac pacemaker. According to the MDS, he required the use of a Hoyer lift for transferring, the assistance of two staff with dressing, bathing and toileting. He did not receive any food or fluids orally and utilized a percutaneous endoscopic gastrostomy (PEG) tube for feedings. According to the clinical record, Resident #4 admitted to the facility from Madonna Rehabilitation Center with transfer orders that were signed by the referring physician on 12/30/19 at 10:37. The order set included directions for care of pressure sores as follows: a) Pressure relief every 30 minutes, complete full tilt for 2-3 minutes every 30 minutes b) Wound measurement every week, gluteal cleanse with soap and water, rinse and pat dry,			

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Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**			
	SB		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	apply Aquacel ag (dressing containing silver) followed by a Mepilex sacral dressing, c) Up in chair no longer than 2 hours at a time with pressure relief every 30 minutes ensure pressure relief every 30 minutes while up in chair. d) Consult wound ostomy nurse for stage II coccyx. The baseline care plan dated January 2, 2020 lacked instruction regarding the use of pressure reduction adaptive equipment to assist with healing of sacral wound and lacked repositioning directives. The chart lacked evidence of a follow up appointment with a wound specialty service. The resident admitted on 12/30/19 and the care plan did not address pressure reduction until 1/14/20 and did not address repositioning at all. A review of a skin assessments conducted at the time of the residents admission to the facility revealed that two identified pressure sites; site 31 right buttock: length 6.5 cm. x width 3.2 cm. stage III (involves the full thickness of the skin). Site 32 left buttock: length 7.2 cm x width 3 cm. stage III. The chart included one follow up skin assessment on			

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	SB		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	1/17/20 that did not include sites 31 or 32 but documented site 53, sacrum: length 7 cm x width 6.5 cm and depth of 0.2 cm at stage II (partial thickness skin loss). The electronic chart for Resident #4 lacked any other skin assessments at the facility. The resident admitted to the hospital on 1/24/20 with respiratory distress and according to the hospital records, he had a wound consult on 1/27/20 with documentation of an ulcer to the sacrum: length 10 cm x width, 9 cm and a depth of 0.5 cm; stage III. On 8/3/20 2:10 Staff C She recalled caring for Resident #4 because he was the husband of another resident that has been here for a long time. She remembered applying the treatments to his bottom and said that at that time, it was Staff D that would do the measuring of the wounds and the nurses would let Staff D know if they thought any areas got worse. Staff C said since they did not have a clinical coordinator at the time of the survey, she would take any concerns to the DON and she would call the doctor with any resident concerns that needed his attention. Staff C added that the resident wore the protective boots as ordered.			

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	SB		

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	In a telephone interview on 8/5/20 at 1:10 PM, the dietician stated that she remembered having given the recommendations for tube feedings for Resident #4. She said that she followed up in an email to the facility to request an increase in food and fluids if oral intake was not going to be possible. She said that many times when a resident comes to a facility with a feeding tube they may quickly move toward oral feedings, however, if that isn ' t in the plan, the tube feedings would need to be increased to meet the needs of the resident. The dietician said that she expected that the facility would have a plan if/when they would be trialing oral intake and assess if the resident was healthy enough to start an oral trial. If that was not possible then the tube feedings would have to be increased. A review of the email sent to the facility on 1/3/20 from the dietician to Staff D revealed that dietician communicated to the facility that the resident ' s feedings did not meet his nutritional needs with pressure areas. She indicated that if oral intake was not established soon, they should fax out for an increase from Osmolite 1.5 290 cc five times daily to 320 cc 5 times daily and increase flushes to 60 cc water before and after each feeding and with the standard medication pass.			

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	SB		

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	In an interview with the DON on 8/4/20 at 8:45 AM, she looked at the follow up email from the dietician. The DON said that she did not know of the follow up email and said the Resident Care Coordinator (RCC) would have received it because RCC is responsible to monitor and also to follow up. On 8/3/20 3:00 PM, Staff D said she remembered Resident #4, specifically that he required suctioning, had some paralysis, and that he was a big guy. She said she was the RCC at that time and would do skin assessments and she would check to see whatever else the nurses needed; if they needed advice on anything. When asked if she was solely responsible for skin assessments she said no, it was usually the nurses that would do the skin assessments but she would do them sometimes. She said that she did not remember the wound that Resident #4 had on his sacrum. 3. The MDS assessment dated 7/1/20 for Resident #7 identified a BIMS score of 8 without signs/symptoms of delirium. A score of 8 indicated severely impaired cognition. The MDS revealed the resident required the limited physical assistance of 1 person for bed			

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	SB		

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	mobility, transfers, and extensive physical assistance of 1 person for dressing. The MDS documented diagnoses that included heart failure, wound infection, and history of MRSA infection. The MDS recorded the presence of 1 unstageable pressure ulcer due to slough or eschar and skin and ulcer/injury treatments. A care plan focus area revised 3/26/20 identified actual impaired skin integrity related to area on right ankle. The care plan directed staff to administer treatments as ordered and monitor for effectiveness. The Progress Notes dated 7/25/20 at 9:43 a.m. documented an Order-Administration Note. The entry recorded the treatment to the resident's ankle as cleanse wound with normal saline solution, apply skin prep around the wound, apply puracol (wound dressing) to wound bed, cover with Mepilex (foam absorbent dressing) every 48 hours for wound dressing change. Without changing gloves or sanitizing hands after removing the soiled dressing, Staff I obtained a syringe filled with normal saline and rinsed the wound. Staff I then obtained gauze off the washcloth and wiped the area around the wound. Staff I stated she put puracol on the wound. With the same gloved hands, Staff I touched the new			

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Facility Name: **Pioneer Valley Living And Rehab**		**Survey Dates:** **7/29-31/20, 8/3-6/20, 8/10-12/20, 8/17/20**	
Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**			
	SB		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	dressing as she pressed the adhesive cover down on the ankle to ensure adhesion. Staff I picked up the sock from the floor and put it back on the right foot. Staff I picked up the washcloth from the floor, removed glove from her right hand, did not wash her hands, then used her right hand to answer a call on the walkie-talkie radio. Staff I then washed her hands appropriately. In response to why the resident in contact precautions, Staff I stated the sign on the door needed to come down as the resident was no longer positive for MRSA. Staff I stated the resident had the wound a long time and approximately once a month ago they cultured the wound and at times the results came back positive for MRSA. On her way out of the resident's room, Staff I removed the contact isolation sign in place on the door. In an observation on 7/29/20 at 3:00, Resident #7 sat in his wheel chair in his room, wearing a shoe on the left foot and a gripper sock on the right foot. Observation showed the resident's protective boot used for pressure ulcer healing across the room on the floor. In another observation on 8/4/20 at 12:20 PM Resident #7 ate lunch with the bedside table in front of him. He wore a shoe on the left foot and			

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	gripper sock on the right foot. A protective boot laid on the bed. Physician's order dated 3/10/20 revealed an order for a heel protector boot to the right foot/ankle at all times except with transfers and walking. The care plan updated on 3/26/20 directed staff to assess the ulcer area/skin condition and document progress at least weekly. Skin assessment review identified skin assessments completed twice in the month of June. The skin assessment completed on 6/5/20 documented that the ulcer to the right ankle measured: length 2.9 centimeters (cm), width 1.9 cm and depth 0.1 cm. On 6/22/20 the ulcer increased to a length of 3.7 cm, width of 3 cm and depth of 0.2 cm. Two nursing notes in the month of July contained information about the area: the nursing note on 7/13/20 did not include measurements of wound and the note on 7/31/20 indicated that the wound measured 3.5 cm x 3.5 cm and identified the wound as much worse. 4. The MDS dated 7/6/20 assessed Resident #3 with a BIMS score of 13 indicating no			

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	cognitive impairment. The resident required extensive assistance with the help of two staff for transfers and bed mobility, and limited assistance with the help of two for ambulation, dressing and toileting needs. The care plan for Resident #3 initiated 9/18/18 showed the resident with a left leg amputation, acute arterial insufficiency, chronic cellulitis and at risk for falls and potential risk for pressure ulcers. The care plan indicated that the resident required pressure redistribution cushion in her sitting surface and pressure redistribution mattress on her bed. The care plan lacked instructions to staff to provide weekly skin assessments. A physicians order set (POS) dated 8/5/20 identified the resident with orders beginning 4/9/20 for dressing changes to the right second toe; paint with Betadine cover with 2x2 gauze every day shift, monitor bilateral buttocks and right 2 nd toe weekly until healed. The clinical chart included only two skin assessments in the month of May, two in the month of June and one in July. The entries were as follows:			

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	a) The assessment on 5/10/20 addressed a hematoma to the right antecubital area. (lacked information regarding the toe or the buttocks.) b) The assessment on 5/25/20 addressed an area on the right lower leg measuring 0.2 cm (centimeter) x 0.3 cm. and right toe 0.5 cm X 0.8 cm with open area. In a nursing narrative the right buttocks was documented as dry and pink. c) The assessment on 6/1/20 addressed a scratch to the left lower arm. (lacked information about the toe and or the buttocks.) d) The assessment on 6/23/20 included the right 2 nd toe measuring 0.4 cm X 0.8 cm and open. The buttocks dry and pink. e) The assessment on 7/6/20 addressed the left outer buttock measuring 0.3 cm x 0.4 cm. and the right 2 nd toe 0.5 cm x 0.8 cm. The resident admitted to the hospital on 7/16/20 with a urinary tract infection. f) Upon return from the hospital on 7/27/20 the skin assessment included a new area; 49 (right heel) with measurements of 2 cm. x 2 cm. with suspected deep tissue injury. The assessment also included area 51 (right second toe) measuring 0.2 cm x 0.2 cm. A new order for treatment to the heel received on 7/29/20. g) A follow up skin assessment on 8/4/20 included area 49 (right heel) measuring 3.6 cm			

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	x 5 cm; 49 (upper outer right heel) measuring 3 cm. x 2 cm. The assessment also included 5 areas on the toes as follows: right 2 nd two 2 cm x 2 cm scabbed, red, dry. Right 3 rd toe 1 cm x 1.1 cm red, dry scabbed. Right great toe tip 2 cm x 1 cm. dry and red. Right great toe 1.3 cm x 2.5 cm red. Top right foot 2.5 cm x 2 cm red, purple. A nursing narrative added that the resident indicated that her entire right foot was tender to the touch. The electronic chart lacked information that the doctor had been notified of the new and developing wound areas. On 8/4/20 at 3:55 PM, the DON stated she expected residents to have accurate, weekly skin assessments. She identified this responsibility assigned to the patient care coordinator (PCC) who the facility terminated at the end of June and the DON then assumed the PCC responsibility. When asked about facility policies over the last year related to wound care and skin assessments, the DON provide a policy title Care of Skin Abrasions dated 2001 revised on March of 2005. This document provided guidelines for the prevention and treatment of			

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	abrasions and did not address documentation of measurements. Another policy titled; Basic Dressing Change Protocol, addressed procedure for cleaning and dressing wounds and did not address documentation and monitoring of wounds. Another document provided was undated and titled Skin Assessment Guidelines. This narrative was taken from a Nursing Manual. JP Senior Healthcare LLC. The document addressed assessment upon admission to determine care plan additions. It directed staff to do a pain assessment and Braden assessment upon admission quarterly and with significant change. The narrative instructed to provide skin assessment routinely get orders for treatments, assess wound contact doctor if no improvement in 14 days. Documentation should include: color, appearance, approximate size, any odor, any drainage, and any other identifying assessment information. Abatement: The facility abated the immediate jeopardy to a G level by implementing new policies and assessment forms and educating staff regarding the new policies and forms. The			

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	SB		

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	State Agency informed the facility of the immediate jeopardy on 8/12/20. **FACILITY RESPONSE:**			
58.19(1)n(7)&(8)	**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.* n. Nutrition and meal service. (7) Enteral nutrition (to be performed by a registered nurse or licensed practical nurse only); (I, II, III) (8) Sufficient fluid intake to maintain proper hydration and health; (I, II, III)	**I**	**$6,250 (Held In Suspension)**	**UPON RECEIPT**

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	DESCRIPTION: Based on chart review and interviews the facility failed to ensure that all residents recieve sufficient fluid intake to maintain proper hydration and health for 1 of 9 residents reviewed (Resident #4). The facility admitted to the facility 12/30/19 with gastric tube feeding orders that did not meet his nutritional & fluid needs. The facility failed to follow up with the dietician to ensure the resident received adequate nutritional and fluid needs. The facility failed to ensure staff was consistent with water flushes and di not have a policy for them. On 1/24/20 the resident admitted to the hospital severely dehydrated with an albumin level of 2.2 (low) A low albumin can identify malnutrition. The facility reported a census of 44 residents. Findings include: According to the Minimum Data Set (MDS) dated 1/3/20, Resident # 4 admitted to the facility on 12/30/19 with diagnoses including: cerebrovascular accident (CVA), type 2 diabetes, heart disease, and a cardiac pacemaker. According to the MDS the resident			

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	required the use of a Hoyer lift for transferring, assistance of two staff with dressing, bathing and toileting. He did not receive any food or fluids orally and had a feeding tube. The care plan for Resident #4 dated 1/14/20 addressed risk areas that included altered nutrition related to enteral feedings and aspiration. The care plan identified the resident with self-care deficits with impaired physical mobility, impaired communication and the care plan directed staff to assess the residents' non-verbal behaviors such as restlessness and facial expressions. The care plan revealed the resident chose not to wear his dentures and staff were instructed to provide frequent oral care and oral inspection. Staff were directed to monitor and access the calories, fluid and protein needs of Resident #4 and to monitor for signs and symptoms of dehydration such as dry mouth, skin, eyes, and decreased urinary output. A physician's order set (POS) signed and dated 1/3/20 revealed the resident admitted to skilled nursing care on 12/30/20. The orders included: Bolus tube feedings Osmolite 1.5-290cc followed by 50cc flush five times a day. Clean gastrostomy tube (g tube) every day, daily			

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Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	weights, oxygen as needed (PRN) to keep saturations above 90% check when appears symptomatic. Sacral wound cleanse with soap and water apply aquacel ag (a sterile dressing with silver used to cover acute and chronic wounds) followed by dressing every day. Suction orally PRN as needed secretions and congestion. Up 2 times a day for therapies and back to bed for pressure relief to sacrum. Up in chair no longer than 2 hours at a time. Daily weights related to fluid retention. A review of the transfer records from the Madonna Center signed by the referring physician and dated 12/30/19, revealed several orders that staff did not transcribe into the residents record: 1) Provide oral hygiene every 2 hours. 2) Nystatin (anti-fungal) suspension to be given 4x a day orally for oral cares to prevent thrush. The omission was discovered and entered into the electronic chart on 1/10/20. 3) Vital signs every 3 hours. A review of the medical chart revealed several as needed orders (PRN) that were seldom used:			

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	1) Albuterol Sulfate Nebulizer every two hours as needed for shortness of breath, this was not used at all. 2) Guaifenesin liquid 100millegrams per 5 milliliter as needed for secretions was only used three times during the residents stay. 3) Suction every 6 hours as needed for increased secretions. The electronic chart contained three references to staff suctioning the resident up until 1/23/20: on 1/8/20, 1/11/20, and 1/19/20. One nursing note on 1/22 indicated that the resident had refused suctioning. The baseline care plan dated January 2, 2020 lacked instruction regarding daily weights, the need for suctioning of secretions, the use of pressure reduction adaptive equipment to assist with healing of sacral wound, supplemental oxygen use or percutaneous endoscopic gastrostomy (PEG) tube daily cleaning. The resident admitted to the facility on 12/30/20 and the care plans did not address oral cares until 1/14/20 and did not address suctioning needs at all.			

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	According to the admission nutritional assessment dated 1/3/20 the recommendations for nutrition and fluid were as follows: Resident is difficult to understand, current feeding provides: 2175 calories, 90 grams of protein, 1160 cubic centimeter (cc) free water plus flushes after of 50 cc and with medication of approximately 450 cc for total fluid of 1600 cc average per day. Nutritional needs with pressure areas; 2400-2600 calories, 88-105 gram protein and 2000-2300 cc fluid. Will follow weights and any plans for oral intakes and consider a feeding increase to 320 cc Osmolite 1.5, 5 times daily with 60 cc before and after each feeding and 30 cc before and after each med pass. Would provide 2400 calories, 100 grams protein. In a telephone interview on 8/5/20 at 1:10 PM, the dietician stated that she remembered giving the recommendations for tube feedings for Resident #4. She said that she followed up with the facility in an email to request an increase in food and fluids if oral intake was not going to be possible. She said that many times when a resident comes to a facility with a feeding tube they may quickly move toward oral feedings, however, if that isn't in the plan, the			

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	tube feedings may need to be increased to meet the needs of the resident. The dietician said that she expected the facility would have a plan if/when they would trial oral intake and assess if the resident was healthy enough to start an oral trial. If that was not possible then the tube feedings would have to be increased. A review of the email sent to the facility on 1/3/20 from the dietician to Staff D revealed that the dietician communicated to the facility that the resident's feedings did not meet his nutritional needs with pressure areas. She indicated that if oral intake was not established soon, they should fax out for an increase from Osmolite 1.5 290 cc 5x daily to 320 cc 5x daily and increase flushes to 60 cc water before and after each feeding and with the standard medication pass. Resident #4 admitted to the hospital on 1/24/20 with acute sepsis, dehydration, aspiration pneumonia, hypernatremia and acute kidney injury. A review of the hospital laboratory records dated 1/24/20 revealed that the residents BUN was 84 (8-25 normal range). The residents baseline on 12/28/19 was 38.2. Creatinine was 1.6 (0.6-1.4 normal range). The residents baseline range on 12/28/19 was 1.02.			

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	Sodium 153 (136-144 normal range). The residents baseline range on 12/28/19 was 133 and chloride 120 (normal range 98-108). The residents baseline on 12/28/19 was 103. A hospital history and physical dated 1/24/20 revealed an albumin level of 2.2 (low). Albumin is a protein found in the blood. A low albumin can identify malnutrition. A hospital consultation dated 1/24/20 revealed the reason for the consultation as: Acute kidney injury with hypernatremia, encephalopathy and dehydration. The impression included: acute kidney injury with free water deficit and severe dehydration In an interview with the DON on 8/4/20 at 8:45 AM, the DON looked at the follow up email from the dietician with the recommendations to increase food and fluids if he was unable to transition to oral intake. She said the note would have gone directly to the Resident Care Coordinator (RCC) that person had been responsible to monitor and follow up. In a telephone interview on 8/3/20 3:00PM, Staff D LPN (licensed practical nurse) said she remembered Resident #4, specifically that he required suctioning, that he had some			

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	paralysis, and that he was a big guy. She said she was the RCC at that time and her responsibilities included doing some skin assessments and checking to see whatever else the nurses needed; if they needed advice on anything. When asked if she was solely responsible for skin assessments she said no, it was usually the nurses that would do the skin assessments but she would do them sometimes. She said that she did not remember the wound that Resident #4 had on his sacrum. When asked if there was anything else about Resident #4 that she remembered she said that the resident did not function at the level that the referring facility described. She said the resident's daughter told them he would sit on the side of the bed and play cards but he was far from that description. However, she said she believed that Pioneer had the resources and training to care for him. On 8/3/20 2:10, Staff C RN, recalled the resident because he was the husband of another resident that resided at the facility for a long time. She did remember that she completed the suctioning on him a couple of times when he experienced difficulty clearing phlegm. She remembered applying treatments			

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	to his bottom and said that at that time, it was Staff D that would do the measuring of the wounds and the nurses would let Staff D know if they thought any areas got worse. Staff C said since they did not have a clinical coordinator at the time of the survey, she would take any concerns to the DON and she would call the doctor with any resident concerns that needed the attention of the doctor. On 8/4/20 12:40 Staff E, occupational therapist (OT), said she remembered the resident because he was at a different level of functioning than what they expected. She said the resident's daughter described some of the things he could do and they wondered if he'd had another stroke that caused more damage before he came to the facility. Staff E said she hadn't been concerned that the resident wasn't getting repositioned and she believed the staff tried different techniques to keep him off of the pressure sore area. On 8/4/20 at 12:46 p.m. Staff F, speech therapist, said he remembered Resident #4. He said he'd had some concerns that staff did not provide oral cares so he addressed this with nursing. He said the residents tongue looked like he developed thrush and he had saliva that was solidified behind his teeth. Staff F said that			

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	it had been early on in the residents stay and that once he addressed it, the oral hygiene improved. He said that initially, the resident had been resistive to cares. On 8/4/20 at 3:10 PM, Staff H said he remembered Resident #4, specifically that he completely depended on staff, post stroke. Staff H said that he worked nights and at that time and the resident would occasionally talk to him whereas during the day he didnt respond. Staff H remembered doing some treatments to the resident's sacrum area and thought it was a betadine treatment. He did not remember having any concerns that the ulcer got worse. He said the resident would scratch himself often and had long finger nails, and he clipped them a couple of times. Staff H recalled the night before the resident went to the hospital because he had been in the room for almost an hour suctioning secretions. Staff H said that a CNA told him that the resident was struggling to breathe so they went in and did the suctioning. When asked if he remembered ever seeing signs or symptoms that the resident may have been dehydrated and he said he did not remember having any concerns in that area.			

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Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **#8088**			**Date:** **9/1/20**
Facility Name: **Pioneer Valley Living And Rehab**		**Survey Dates:** **7/29-31/20, 8/3-6/20, 8/10-12/20, 8/17/20**	
Facility Address/City/State/Zip **400 Sergeant Square Drive** **Sergeant Bluff, IA 51054**			
	SB		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	On 8/5/20 at 2:15 PM LPN Staff O said that she would strictly go by whatever the physician orders are for water flushes for tube feedings. She was not aware of any facility policies or standards on how much water to give with medications. Staff O said one of the residents has a 150cc flush after feedings and she thought it was 15-30cc before, with and after medications. She added that she would always go by the doctors order that is entered in the electronic medical record. In an interview with LPN Staff Q on 8/5/20 at 2:20PM, she said she would use 90cc before and after medication for a resident with a PEG tube, but would do whatever the order is in the electronic record. In an interview on 8/6/20 at 11:55 AM DON acknowledged the missed items on the transfer orders from Madonna Rehabilitation Center. She said that it was the responsibility of the patient care coordinator to enter transfer orders. The person that was in this position was terminated the end of June and since that time, the DON had been entering orders. She stated that the expectation is that all doctors' orders are entered as given and staff are not to pick and choose which ones to enter.			

_____ _____

Facility Administrator Date

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	SB			

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	In an email communication with the administrator on 8/11/20 at 4:28 she indicated that the facility did not have any policies on suctioning procedure or on oral cares for residents who have feeding tubes. **FACILITY RESPONSE:**			

_____ _____

Facility Administrator Date

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