

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

Citation Number: 9000		Date: September 17, 2020		
Facility Name: IOOF Home and Community		Survey Dates: August 19-26, 2020		
Facility Address/City/State/Zip 1037 19th Street SW Mason City, Iowa 50401		MW		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.19(2)b	<p>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:</p> <p>58.19(2) Medication and treatment. <i>b.</i> 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)</p> <p>DESCRIPTION:</p> <p>Based on interviews and record review, the facility failed to provide care consistent with professional standards of practice to prevent pressure ulcers, failed to provide the necessary treatment and services to promote the healing of pressure ulcers and to avoid infection for three of four residents reviewed (Resident #2, #3, and #5). The facility reported a census of 74.</p> <p>Findings include:</p> <p>1. The Minimum Data Set (MDS) completed for Resident #3 with an Assessment Reference Date (ARD) of 8/6/20 showed the resident had short-term and long-term memory problems, indicating severely cognitively impaired. The resident required extensive</p>	I	\$8000	Upon Receipt
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	<p>assistance of one staff with eating. The resident had no weight gain or weight loss. The resident ate a mechanically altered diet. The resident had diagnoses of cellulitis of other sites, dementia with Lewy bodies, and Parkinson's disease.</p> <p>Observation</p> <p>On 8/20/20 at 10:11 AM, observed Staff D, Licensed Practical Nurse (LPN), walk to the resident, and explain what they were doing. Staff D removed the resident's dressing labeled 8/19/20 as the resident laid calmly on the bed. Staff D took the wound cleaner and gauze then sprayed the resident's wound to wash the wound. The wound was seen to be superficial in-depth on the coccyx. Staff D placed a white dressing to the wound then covered with a transparent dressing. Staff D then removed the gloves and labeled the dressing on the resident with a sharpie. Also noted a large dark pink area with peeling dry skin to the left heel.</p> <p>Interviews</p> <p>On 8/20/20 at 9:03 AM, Staff D said one nurse thought the area was a blister while another thought it was a Kennedy Terminal Ulcer (KTU). If the nurse was unsure, they should get the doctor involved in Staff D's opinion, mostly if there was a Kennedy ulcer's concern. If there was a concern with skin issues, the wound nurse could consult with the opinion difference.</p> <p>On 8/20/20 at 11:05 AM, Staff B, Certified Nurses' Aide (CNA), said they reported the area to the nurse</p>			
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	<p>approximately two weeks before. Staff B said they noticed blisters that looked pretty bad. Staff B said the area was reported to another nurse by someone else before they reported it sometime before 8/13/20. Staff B said they believed nurses were putting some iodine on the blister. Staff B said the blister was intact when they first saw it. One of the blisters was full, and one on the bottom of the foot had popped. The area looked like there was a blister there before. Staff B said they noticed the wound to the resident's buttocks and reported it to the nurse, who said it was already reported.</p> <p>On 8/20/20 at 11:27 AM, Staff A, LPN, explained they didn't usually work in that area but said they knew the resident had a stage III (3) pressure ulcer on their backside. Staff A said that things might have already been addressed, but if it were reported to them, they would report it because they felt it was important to notify the doctor.</p> <p>On 8/20/20 at 12:24 PM, Staff N, CNA, said the area to the resident's heel was there maybe a week to two weeks. Staff N said they found the area to the resident's coccyx when they showered the resident. The resident was mainly in the recliner because of their anxiety, but now the resident didn't move much. Staff N said the resident would sometimes allow a cushion in the recliner but would sometimes push the cushion out. The resident could be sleeping then could wake up and be on the floor. Due to the resident's decline and decreased anxiety, the staff put the resident in the bed.</p>			
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	<p>On 8/24/20 at 1:07 PM, Staff E, CNA, said they saw the resident's pressure area. Staff E reported telling the nurse around a month ago. Staff E said they reported the wound to Staff C, LPN. Staff E reported being in the bathroom with the resident when it was found. Staff E said they had the resident stand up to show Staff C the area to the coccyx. Staff E said Staff C said okay and did not tell them what to do, so they put a cream on the wound. Staff E said that the nurses usually chart on the wounds, and CNAs don't have anywhere to chart on it. Staff E said they could only tell the nurse.</p> <p>On 8/24/20 at 3:15 PM, Staff C said the wound started about three to four weeks ago. Staff C said the doctor was faxed to get the wound dressed using a barrier cream. Staff C said they didn't know who it was reported to and couldn't remember if it was reported to them. Staff C said they get things reported to them all of the time.</p> <p>On 8/25/20 at 8:48 PM, Staff K, CNA, reported finding out about the wounds when everyone else knew about it. Staff K said they did not find it. Staff K stated the wound wasn't there very long, maybe a couple of weeks. Staff K reported not being good at knowing the time but said the heel was there longer than the buttock. The area to the heel came and went. The resident was to wear pressure boots while keeping their heels up but said the resident wouldn't always keep the pillow under their legs. Somedays, the resident would be up all day, all night, or both. The</p>			
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	<p>resident usually told them when they needed to go to the bathroom. The resident would sleep in the recliner. Most of the time, the resident had a cushion, but the resident would take it out so they didn't have a cushion in the recliner because they didn't like it. The pressure sore on the resident's buttock was recent and not very long.</p> <p>On 8/25/20 at 9:41 AM, Staff H, CNA, stated that they saw the resident's area to the buttocks around 8/4/20 or 8/5/20. Staff H reported telling Staff C to look at the resident's buttocks as it was just starting to have a sore. Staff C looked at the area but did not say anything. Staff H said they did not see the resident's blister on the heel. Staff H said they came back to work around 8/7/20 or 8/8/20, and the nurse said they just found it as it was only reported that day. Staff H said they did not chart on the area on 8/4/20 as they told the nurse that the area was just starting to open, and it was very red.</p> <p>On 8/25/20 at 2:36 PM, Staff V, LPN, said if they get a complaint, they document it and then report it to the next shift coming on. Staff V said that sometimes things change from one shift to another. Staff V reported the nurses were dressing the resident's wound to the buttock and were overseeing things. Staff V said the resident had two different orders for dressings, and the current dressing was working.</p> <p>On 8/26/20 at 1:50 PM, Staff N said the resident slept in the recliner because the family requested him to sleep there. The resident slept in the recliner because</p>			
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	<p>the resident kept trying to get up, and they were afraid the resident would fall. The resident had a cushion, but they kept pushing it out. Staff N did not remember anything else tried. Staff N said the staff would walk the resident as they were able.</p> <p>Record review</p> <p>The Fax Transmittal Log Sheet dated 8/7/20 documented the staff reported the resident had a heel blister measuring 5.4 by (x) 5.5 centimeters (cm). The area was clean, dry, and intact. The left foot was elevated, and betadine was applied. They requested an order for betadine and requested frequency. The doctor responded on 8/10/20 to use betadine twice daily.</p> <p>The Health Status Note dated 8/7/20 at 9:13 PM explained the staff reported that while providing bedtime cares after supper, they noted a fluid-filled blister to the left heel that wrapped around the inside and outside of the heel measuring 5.5 cm x 5.4 cm. The blister was intact with no redness, warmth, or drainage. No apparent rubbing was seen where this could develop-the resident wearing socks and slippers at times. The resident sat in the wheelchair at supper, and the majority of the day up in the recliner. The resident's heels float up on a pillow, the resident was up in the recliner with their legs up, and iodine applied. The nurse faxed the doctor and called the wife. The resident showed no signs of pain or discomfort.</p> <p>The Health Status Note dated 8/8/20 at 2:39 AM</p>			
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	<p>indicated the resident's fluid-filled blister was flat. The resident had no drainage or redness noted. The resident's heel was offloaded on the pillow. A skin sheet was initiated, and the nurses would continue to monitor.</p> <p>The Skin/Wound Note dated 8/8/20 at 9:45 AM indicated no blister noted to the left heel. The left heel had a small dark, a discolored area measuring approximately 0.4 x 0.4 cm with no open area. There did not appear to be raised. The resident had no signs or symptoms of pain or discomfort. The staff attempted to float the resident's heel, with no avail. The resident would move the foot back on top of the footrest. The staff would try boots.</p> <p>The Skin/Wound Note dated 8/8/20 at 6:55 PM stated the resident did not have a fluid-filled blister to left heel. The left heel had a small dark, a discolored area with no open area noted. The resident showed no signs or symptoms of pain or discomfort.</p> <p>The 24 Hour Follow-up Incident note dated 8/9/20 at 2:56 AM documented a follow-up on the left heel's burst blister. Upon assessment, the staff noted the fluid-filled blister to the same area on the left heel. The heel showed no redness, signs, or symptoms of infection. The heels were offloaded as much as the resident would tolerate. The nurses would continue to monitor.</p> <p>The Skin/Wound Note dated 8/9/20 at 7:41 AM indicated that after the resident's whirlpool, the staff</p>			
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	<p>observed an area to the coccyx. The area measured 1.9 x 1.0 x 0.15 cm. The wound bed was pink with frayed skin to the left side. The resident complained of pain during the examination. The wound had no drainage noted at the time of the examination. The area had no increased redness noted to the peri-wound. The wound appeared to be a stage 3 pressure injury. A fax was sent to the doctor, and a skin sheet was initiated.</p> <p>The Skin/Wound Note 8/9/20 at 11:06 AM stated the nurse could visualize and observe a deflated blister. The resident flinched when examined. The area covered a large part of the left heel with no increased redness or warmth noted. The resident was up per usual with some agitation noted with care and repositioning.</p> <p>The Fax Transmittal Log Sheet faxed on 8/9/20 explained the staff observed an area to the coccyx after the resident's whirlpool. The area measure 1.9 x 1.0 x 0.15 cm. The wound bed was pink with frayed skin to the left side. The resident complained of pain with the examination. No drainage was noted at the time. No increased redness was noted to the peri-wound. They requested to use a pressure skin sheet and mark the wound as a stage III. The staff asked if the wound was a KTU with the recent decline. The staff asked if the resident could have an order for a wound consult. The doctor responded yes to staging the area as a stage III pressure ulcer. The doctor said they were unsure if the wound was a KTU, and yes, the resident could have a wound consult.</p>			
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	<p>The Health Status Note dated 8/9/20 at 5:26 PM showed a fluid-filled area remained to the left heel. Prevalon Boots were intact to both of the resident's feet. The blistered area remained closed. The coccyx pressure area was noted to be red and open with a scant amount of blood at the site. The wound/skin nurse to evaluate tomorrow per the nurse report.</p> <p>The Skin/Wound Note dated 8/10/20 at 2:39 AM indicated a fluid-filled area remained to the left heel. Prevalon Boots were intact to both of the resident's feet. The blistered area remains closed at this time. An open area to the resident's coccyx reddened with a scant amount of bloody drainage. The area was cleansed, and a protective dressing was applied. The wound nurse was notified and was aware. The resident was up two times for toileting and repositioning into the wheelchair with scheduled Tylenol given.</p> <p>The Skin/Wound Note dated 8/10/20 at 7:51 AM stated there was no order for the wound nurse. Fax out to the doctor with the request.</p> <p>The COMMUNICATION-with Physician note dated 8/10/20 at 1:31 PM documented the facility received a fax back about the resident's blister and area to the coccyx. The fax showed an order of Betadine twice daily to the left heel. The facility received a new order for a wound consult and okay to mark the area as a pressure ulcer stage 3 to the coccyx. The Infection Preventionist informed the new order as they</p>			
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	<p>completed a zoom visit with a wound consultant. The facility also asked to stage it as a KTU due to the resident's recent decline.</p> <p>The Wound Care Skin Integrity Evaluation dated 8/10/20 showed the resident had a wound on the coccyx that started on 8/9/20. The assessment was completed on 8/10/20 with variable minimum to moderate exudate with a full-thickness stage three pressure ulcer. The wound measured 1.90 x 1.00 cm with a depth of less than (<) 0.2 with a Pressure Ulcer Scale for Healing (PUSH) score of 7.00 with no tunneling or undermining. The wound had serosanguineous drainage. The wound was facility acquired. The wound bed was 100 percent (%) red, friable (fragile/bleeds), and or dusky. The periwound / wound edges showed the periwound tissues were intact and uninvolved tissues flush with the wound base. The wound edges / Margins were irregular wound edges. The additional periwound / wound edge showed a mild erythema/purple hue. The wound showed no pain. The clinical ration/wound comments stated that Collage AG stimulates the growth of granulation and provides sustained antimicrobial action to the wound. A bordered hydrogel dressing was to be used to sustain a moist wound environment that promotes autolysis (the breakdown of all or part of a cell or tissue by self-produced enzymes) and moist wound healing. Daily dressing changes were needed because the dressing became dislodged within 24 hours due to moisture or incontinence. The treatment intervention said to clean the coccyx wound per the facility protocol. Apply Collagen AG, cover with</p>			
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	<p>hydrogel bordered dressing, then change dressing daily and as needed (PRN).</p> <p>The Skin/Wound Note dated 8/10/20 at 1:18 PM explained the resident had a Zoom meeting with the wound consultant. Examined and assessed the area to the coccyx, discussed the right heel and overall decline. The wound note stated it might be KTU but would wait to see if the treatment would respond. The recommendation was received and forwarded to the doctor for review.</p> <p>The Fax Transmittal Log Sheet dated 8/10/20 indicated the facility could initiate the treatment to cleanse the coccyx wound per the facility protocol. Then apply Collagen AG and cover with hydrogel bordered dressing. Then change the dressing every day and PRN. The doctor responded yes on 8/13/20.</p> <p>The Skin/Wound Note dated 8/11/20 at 10:52 AM showed the resident had a fluid-filled area to the left heel. Bilateral Prevalon boots were intact to the resident's feet. The blistered area remained closed at the time to the heel, and an open area to the coccyx remained reddened with no drainage. The area was cleansed, and a dressing was applied.</p> <p>The Skin/Wound Note dated 8/11/20 at 6:50 PM explained the resident had a fluid-filled area to the left heel. Bilateral Prevalon boots were intact to the resident's feet. The blistered area remained closed to the heel, and an open area to the coccyx remained reddened with no drainage. The area was cleansed,</p>			
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	<p>and a dressing was applied.</p> <p>The Braden Scale for Predicting Pressure Sore Risk dated 8/11/20 showed a score of 18, indicating a mild risk for developing a pressure ulcer.</p> <p>The Skin/Wound Note dated 8/12/20 at 12:10 AM showed the resident had a fluid-filled area to the left heel. Bilateral Prevalon boots were intact to the resident's feet. The resident was sleeping in the recliner in the lounge.</p> <p>The Skin/Wound Note dated 8/12/20 at 3:01 PM indicated the resident continued to have an area to the back of the left heel and the coccyx. The dressing to coccyx remained intact and unsoiled. Betadine applied to the left heel. The blister remained intact and fluid-filled. The resident showed no signs or symptoms of pain or discomfort with the treatment. The resident was resting in the recliner with boots on.</p> <p>The Fax Transmittal Log Sheet faxed on 8/12/20 showed the resident's blister on the left heel kept draining and filling back up with fluid. They asked if an antibiotic was necessary. The doctor responded on 8/13/20 said not if the liquid was not puss. The patient would be seen in their room on Zoom.</p> <p>The Nutrition/Dietary Note dated 8/13/20 at 9:45 AM showed a quarterly nutrition review. The resident had two new pressure injuries to the heel and coccyx. The Dietitian recommended adding a multivitamin with minerals and Arginaid Extra. Try the Arginaid Extra</p>			
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	<p>one at any time the resident was awake and ready to drink. If that goes well, increase to the recommended therapeutic amount twice daily: a continued goal for weight greater than 110 pounds (#) with a new goal for skin integrity.</p> <p>The COMMUNICATION-with Physician note dated 8/13/20 at 12:12 PM stated the facility received a fax back about the blister on the heel with no new orders - also received a fax about a multivitamin and supplement. The fax showed a new order for a multivitamin with minerals daily and Arginaid Extra one carton by mouth daily.</p> <p>The Physician Visit note dated 8/13/20 at 12:37 PM showed an acute telehealth visit with the doctor per their request. The left heel and the left lateral ankle were examined and assessed. A new order was received to increase Betadine treatment three times a day to the left heel and ankle. The doctor requested extra cushioning in the boot. The floor nurse notified, and the electronic medication administration record (eMAR) was updated, and the resident's representative told. The Resident's Representative voiced understanding about the extra padding to the boots and the resident's decline.</p> <p>The Nutritional Assessment dated 8/13/20 showed the resident had a skin condition of a blister to the heel as of 8/10/20 and a stage III to the coccyx as of 8/9/20. The resident had a loss of 3.7 % in one month and 6.3% in six months. The resident was seen by speech therapy (ST) between 7/20 and 8/20. The resident's</p>			
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	<p>mobility level indicated was the recliner. The resident slept a lot and was alert to only one sphere.</p> <p>The New Order Follow-up Note dated 8/13/20 at 1:03 PM indicated the resident continued to have an area to the heel, ankle, and the buttock. The night shift nurse stated before starting the shift, they assessed the area to buttock with clean, intact dressing. Per the doctor's orders, they did not apply betadine as the doctor wanted to look at the resident's heel at the visit at noon that day. The doctor did observe the area to the heel with another nurse. The area to the heel continued with a large intact fluid-filled blister. The resident did not appear to have any pain or discomfort.</p> <p>The Orders - Administration Note dated 8/13/20 at 3:57 PM indicated increased cushioning in the Prevalon boots with a thick foam or sheepskin to prevent further skin issues was not done due to the facility not having it yet as they were waiting on the foam.</p> <p>The COMMUNICATION-with Physician dated 8/13/20 at 5:05 PM documented the facility received signed fax regarding the treatment and the wound nurse's suggestion. The doctor responded Okay. The treatment administration record (TAR) was updated. An order was received to clean the coccyx wound per the facility protocol. Then apply collagen AG and cover with a hydrogel border dressing. Change the dressing daily and PRN.</p> <p>The Physician's Telephone Orders Audit, dated</p>			
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	<p>8/13/20, showed a change in the betadine treatment three times a day to the left heel and left lateral ankle blister. With an order to increase the cushioning in the boots with thick foam or sheepskin.</p> <p>The Fax Transmittal Log Sheet dated 8/13/20 said the resident had new pressure injuries to their heel and coccyx. They requested to have an order for a multivitamin with minerals once daily and Arginaid Extra one carton by mouth once daily. The doctor responded yes on 8/13/20.</p> <p>The Skin/Wound Note dated 8/13/20 at 9:27 PM explained the resident coccyx was intact with no change, no drainage, or warmth. The resident was assisted with pericare and up to the bathroom every two to three hours. The resident left heel intact, noted raised, mushy, and soft to touch. The fluid inside the blister was red with a spot of green. The blister had a foul odor, but the resident showed no facial grimacing or signs of pain.</p> <p>The Orders - Administration Note dated 8/13/20 11:31 PM indicated increased cushioning in the Prevalon boots with a thick foam or sheepskin to prevent further skin issues was not done due to it not being available.</p> <p>The Health Status Note dated 8/14/20 at 1:00 AM explained betadine was applied to the left heel blister. No changes were noted from using the betadine treatment. The blistered area was soft and filled with bloody greenish fluid. The resident showed no signs or symptoms of pain. The resident was wearing Prevalon</p>			
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Facility Administrator

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	<p>boots.</p> <p>The Weekly Skin Sheet dated 8/14/20 showed the resident had a blister to the left heel that measured 5.5 x 5.4 cm. The fluid-filled blister had no redness that popped with scant drainage.</p> <p>The Skin/Wound Note dated 8/14/20 at 1:19 PM documented the initial treatment to the coccyx applied without difficulty. The resident tolerated the treatment well.</p> <p>The New Order Follow-up Note dated 8/14/20 at 1:36 PM showed no initial dose of the multivitamin or Arginaid was given as the resident slept. The Betadine applied to the heel and ankle per order without difficulty. The blister to the ankle was still inflated and intact.</p> <p>The Health Status Note dated 8/14/20 at 7:31 PM indicated betadine was applied to the left heel blister. No changes were noted from using the betadine treatment. The resident showed no signs or symptoms of pain-the resident wearing Prevalon boots.</p> <p>The Health Status Note dated 8/15/20 at 12:11 PM showed the resident remained in bed for the shift. The staff repositioned the resident every two hours. The dressing was changed to the coccyx area as ordered. Dark brownish-yellow drainage was noted with odor to the old dressing. The betadine treatment was applied to the left heel areas. The skin remained intact with Prevalon boots in place with sheepskin to the left lower</p>			
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	<p>extremity.</p> <p>The Health Status Note dated 8/16/20 at 5:15 AM explained that as betadine was applied to the left heel, a slight amount of fluid drained from the blister.</p> <p>The Health Status Note dated 8/17/20 at 4:33 AM indicated the resident's blister to the left heel drained. The heel had a skin flap. The resident was to have a hospice consult today, and Hospice would be made aware of skin issues. A report was given to the 6:00 AM to 2:00 PM nurse to follow-up on mottling noted to the resident's right leg. The resident was resting in bed.</p> <p>The Health Status Note dated 8/17/20 at 9:00 PM explained the resident was observed in bed for the 7:00 PM to 10:00 PM shift. The resident was moving arms and laying with eyes open. The nurse assisted the CNA with repositioning. The nurse observed the blister to the left heel to be open with a skin flap rolled up and hard, pressing against the heel. A telfa pad was placed under the heel for protection. A partial skin flap remained snug against the heel. A note was left for the doctor and day nurse to look at the area.</p> <p>The Health Status Note dated 8/17/20 at 11:41 PM documented the resident rested quietly in bed. The scheduled Tylenol was given and tolerated well. No drainage was noted from the blister to the left heel, and a Telfa dressing was placed under the heel. Prevalan boots were on bilateral feet as the resident was repositioned. The Staff was to continue to monitor</p>			
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	<p>the resident.</p> <p>The Orders - Administration Note dated 8/18/20 at 1:07 AM explained that betadine to the blister on the left heel and the left lateral ankle was not done as the blister was open and draining.</p> <p>The Health Status Note dated 8/18/20 at 4:47 AM stated the nurse called and spoke with the hospice nurse. Discussed the need for them to come today and admit the resident to hospice services and the need for pain medication. The hospice nurse stated they would look into the resident's orders for hospice services and call back later in the morning with an update.</p> <p>The Orders - Administration Note dated 8/18/20 at 7:35 AM explained betadine to the blister on the left heel and the left lateral ankle was not done as the blister was open.</p> <p>The Orders - Administration Note dated 8/18/20 at 5:14 PM explained that betadine to the blister on the left heel and the left lateral ankle was not done as the blister was open.</p> <p>The Orders - Administration Note dated 8/19/20 at 4:13 AM, explained that betadine to the blister on the left heel and the left lateral ankle was not applied per nursing judgment.</p> <p>The Health Status Note dated 8/19/20 at 4:52 AM documented the resident kept the boots on for about three hours, and no betadine was applied to the wound</p>			
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	<p>per nursing judgment.</p> <p>The COMMUNICATION-with Physician note dated 8/19/20 at 7:20 AM showed fax was sent to the doctor regarding the resident's Betadine treatment.</p> <p>The Orders - Administration Note dated 8/19/20 at 7:21 AM explained betadine to the blister on the left heel and the left lateral ankle was not done as fax was sent to the doctor to clarify the treatment.</p> <p>The Hospice Note dated 8/19/20 at 1:43 PM documented the resident's skin was warm and dry with normal tones. No mottling was noted so far this shift. The treatment of the coccyx was changed per order. The area was noted with some improvement. No signs or symptoms of pain were noted with the dressing change. The resident remained in bed and appeared comfortable. The resident was repositioned every two hours with oral care performed at that time.</p> <p>The Health Status Note dated 8/19/20 at 1:50 PM indicated the left heel continued to be open with no drainage-fax sent to the doctor regarding the treatment.</p> <p>The Physician's Fax form dated 8/19/20 showed the resident had an order for betadine to a blister to the left heel and to the left lateral ankle. The blister on the heel broke, and the skin removed. The facility requested to change the order to apply betadine to intact skin or blister. The Physician responded yes on 8/19/20.</p>			
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	<p>The Weekly Skin Sheet dated 8/19/20 showed the resident had a blister to the left heel's backside measuring 5.6 x 6.4 cm with a date of onset of 8/7/20. The comments indicated the blister was flat with drainage apparent. The resident also had a stage III pressure ulcer to the coccyx that started on 8/9/20. The skin was frayed on the left side.</p> <p>The Skin/Wound Note dated 8/20/20 at 8:09 AM, the wound consultant, was notified of the resident's admission to Hospice Services.</p> <p>The Hospice Certification and Plan of Care dated 8/20/20 showed the resident had a sacral region stage III pressure ulcer. The nurse attempted to measure the wound at approximately 3.2 x 1.5 x 0.2 cm as the resident became uncooperative, and the resident had an old blister that healed. The Plan of Care had a goal to have an improved pressure ulcer, as evidenced by a decrease in size, drainage of the wound, absence of the infection, and decreased pain due to skilled intervention. The resident had a hospital bed with rails and a cushion for the wheelchair. The Physician certified the resident prognosis was six months of life or less if it ran its normal course.</p> <p>The Hospice Plan of Care (POC) report dated 8/20/20 showed the problem of impaired skin integrity and the need for pressure ulcer care. The interventions dated 8/18/20 said to provide pressure ulcer care with a goal for the resident to verbalize tolerance to the pressure ulcer care. The Physician certified the resident prognosis was six months of life or less if it ran its</p>			
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	<p>normal course.</p> <p>The New Order Follow-up Note dated 8/20/20 at 6:39 PM, showed the resident rested comfortably in bed. The resident was repositioned throughout the shift by the CNA's. The resident rested on the right side with pillows supporting their back. Bilateral Prevalon boots remain on while in bed with sheepskin protector in place. The dressing was intact on the resident's buttock, and the left heel appeared to be healing with no drainage.</p> <p>Follow-up interviews</p> <p>On 8/26/20 at 2:15 PM, the Infection Preventionist said the area was reported to them after the resident's shower, said it was a few days after it opened. The Infection Preventionist told if it wasn't documented, it wasn't addressed.</p> <p>On 8/26/20 at 1:20 PM, the Director of Nursing (DON) said the expectation was always to look and document. If something was not documented, it wasn't done. Even if it was just a scratch, it was best to document it. The DON said they couldn't back the staff if it wasn't documented or done.</p> <p>2. The MDS completed for Resident #2 with an ARD of 8/13/20 showed the resident had a Brief Interview for Mental Status (BIMS) score of 15, indicating intact cognition. The resident was admitted on 1/20/20 with a stage IV pressure ulcer. The resident required pressure ulcer care. The resident had a pressure-</p>			
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	<p>relieving device in the bed and chair. The resident required extensive assistance of one staff with bed mobility, dressing, transfers, and toileting during the seven day lookback period. The resident exhibited no instances of rejection of care during the seven day lookback period. The resident showed verbal and other behaviors for one to three days in the last seven days in the lookback period. The resident used opioids for seven of seven days of the lookback period. The resident was always incontinent of bowel and bladder in the seven day lookback period. The resident had diagnoses of Osteomyelitis, pressure ulcer of the sacral region, stage IV, and multiple sclerosis (MS).</p> <p>Resident interview</p> <p>On 8/19/20 at 1:03 PM, the resident said they didn't like it at the facility and planned to go home on 9/1/20. The staff did treatments to their bottom without issues. The resident said they never tell the staff that they didn't want it done. The resident said that they took that back; the resident said that two times they would wait until after they smoked. The resident reported the staff knew they didn't like to get dressed and get into the chair. Then the resident would have to get back into the bed. Then the staff would have to remove their clothes. The resident said that was not right. The staff would come in to do the resident's treatment around 8:00 AM. The resident reported the staff were friendly to them and took good care of their pain.</p> <p>Observation</p>			
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	<p>On 8/24/20 at 4:41 PM, Staff A prepared the resident to transfer with a mechanical lift. Staff E wore a face mask with a face shield while Staff A only wore a face mask. Staff A and Staff E transferred the resident with the mechanical lift to the bed. Staff A removed their name badge and placed it on the empty bed in the resident's room. The resident was incontinent with urine. Staff A removed wipes from the package, and Staff A wiped the resident's front. With used gloves, Staff A removed more wipes from the package leaving leftover wipes on top of the package. Staff E rolled the resident, and Staff A removed the resident's brief, then removed gloves and applied new gloves without hand hygiene. Staff A touched the resident's backside and then opened the new bulk gauze package without hand hygiene. No dressing to the wound. Staff A reported not knowing how to complete the new dressing change. Staff E rolled the resident and Staff A sprayed wound cleaner into the wound, then wiped the area with gauze. Staff sprayed the wound again and wiped with more gauze. The resident began to urinate; Staff A held the resident in place as they finish urinating. Staff A then used wipes off the top of the package to wipe the resident, then removed gloves. Observed a superficial pink dime-sized area with a red center to under the gluteal fold on the left leg and the pressure ulcer on the resident's coccyx. Staff A inserted a dressing into the wound while saying this piece is supposed to go first. Then bunches up sheets of collagen; Staff A said I hope this was right, I don't know how to do this. Then pushed the bunched sheet of collagen into the wound. Staff A then said this is supposed to go outside the wound while holding</p>			
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	<p>another dressing. The dressing showed a number one on the outside. Staff A removed the paper on the dressing on the other side of the number one. Attempted to place onto the resident, then removed the paper on the side with the number one. As Staff A continued to try to place over the wound, the dressing began to roll. Staff A removed gloves while stating no one knew how to complete the dressing and reported they were unsure if dressing was done right. Then Staff A explained to the resident that she would have to get the Director of Nursing (DON) to help finish the dressing.</p> <p>Record review</p> <p>The History and Physical dated 1/3/20 showed the resident admitted to the hospital in 11/19 due to a deep lumbar-sacral ulcer due to suspected Osteomyelitis. The imaging was inconclusive on diagnosing Osteomyelitis. The resident did require a course of vancomycin for weeks.</p> <p>The COMS - Skilled Evaluation - V 5.1 assessment dated 1/20/20 showed the resident was concerned with a coccyx pressure ulcer.</p> <p>The Nutritional Assessment dated 1/21/20 showed the resident had a pressure ulcer with a wound vacuum (vac) that measured from 11/19 through 1/3/20 7 x 8 x 4.5 cm with Osteomyelitis and developed rapidly, on 1/3/20 measured 8 x 9 x 5.4 cm, and on 1/22/20 measured 6 x 7 x 4.2 cm. The resident liked chocolate premier protein shakes three times a day.</p>			
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	<p>The Doctor's Orders and Progress Note dated 1/21/20 showed the wound center to work with the resident's sacral wound.</p> <p>The Wound Clinic Progress Note dated 1/22/20 showed the chief complaint was the stage IV pressure ulcer to the coccyx, present at admission. The resident was recently discharged from the hospital, where they were hospitalized for the pressure ulcer. The resident was on a low-air loss pressure redistribution bed at the hospital. It was highly recommended to get one at the nursing home; otherwise, the wound may deteriorate. The coccyx had a stage IV pressure ulcer with damage to the muscle, tendon, or bone. The wound measured 6 x 7.2 x 4.2. The wound had a moderate amount of serosanguineous drainage. The wound contained 5% slough with 95% redness. The peri-wound was intact with well-defined wound edges. The plan was to follow-up as requested, and the nutrition to be addressed by the care plan team.</p> <p>The COMS - Skilled Evaluation - V 5.1 note dated 1/28/20 at 1:21 PM explained the resident was tearful during the wound vac dressing change. The crying resolved with repositioning and activity after the dressing change. The wound vac dressing changed the wound observed with scant bloody drainage, no concerns noted. The resident was on a turning schedule. The resident had a pressure reducing device to the chair and the bed. The resident continued on skilled nursing facility (SNF) level of care (LOC) post-hospitalization for a lumbar wound, urinary tract</p>			
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	<p>infection (UTI), and sepsis.</p> <p>The Health Status Note dated 1/29/20 at 4:59 AM said the resident's wound vac was in place and functioning in the sacral area.</p> <p>The Orders - Administration Note dated 1/29/2020 at 3:11 PM explained the resident had a dressing change on Tuesday morning and declined the dressing. The resident would allow the dressing to change the next day. A one-time order was placed in the electronic record.</p> <p>The Orders - Administration Note dated 1/30/20 at 4:56 PM documented the resident's dressing was done on Tuesday morning, and the resident declined to allow on Wednesday 1/29/20. The resident continued to refuse to allow the dressing change.</p> <p>The Health Status Note dated 1/31/20 at 5:01 AM showed the resident was incontinent of stool. The resident had a wound vac intact to their sacral area.</p> <p>The Health Status Note 2/1/20 at 3:06 AM documented the wound vac was intact and functioning in the sacral area. The resident was incontinent of stool.</p> <p>The Health Status Note dated 2/1/20 at 1:37 PM showed the wound vac was intact and functioning in the sacral area. The resident was incontinent of stool.</p> <p>The Health Status Note dated 2/2/20 at 5:31 AM showed the resident's catheter and wound vac remain in place with no alarms observed this shift on the</p>			
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	<p>wound vac. The CNA reported the resident's urine was dark amber with an unusual odor.</p> <p>The Health Status Note dated 2/2/20 at 2:45 PM labeled Late Entry: showed the wound vac dressing was changed due to part of the bandage coming off, causing a leak. The bandage was changed with the help of Staff A. After the dressing change was complete, the wound vac seemed to be working appropriately with no beeping or alerts showing.</p> <p>The Health Status Note dated 2/3/20 at 2:41 AM showed the resident had a wound vac intact and functioning to the sacral area. The resident had a patent catheter with clear yellow urine. The resident was incontinent of stool.</p> <p>The Plan of Care/MDS Note dated 2/3/20 at 9:50 AM showed the resident had a wound vac to the buttock due to a stage 4 ulcer. The wound was monitored closely by nursing and the wound clinic. The resident required a total assist of two for transfers with the mechanical lift and total assist of two for bed mobility, toileting, and dressing. The resident was a total assist of one for locomotion in the wheelchair, personal hygiene, and bathing. The resident was frequently incontinent of bowel and was dependent upon staff for peri-cares and catheter cares. The resident was at risk for further skin breakdown due to incontinency and poor mobility. The resident was on a special air-loss mattress per the wound nurse and pressure reducing cushion to the wheelchair.</p>			
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	<p>The Health Status Note dated 2/7/20 at 8:34 PM documented the resident continued on SNF services following hospitalization for a lumbar ulcer, UTI, and sepsis. The resident was up with the assistance of two with a mechanical lift. The resident needed extensive assistance for care. The resident had a wound vac in place at this time. The resident would continue working with therapies for strengthening and wound care for the wound vac.</p> <p>The Health Status Note dated 2/8/20 at 5:01 AM explained the resident continued on SNF services. The wound vac dressing was replaced per orders and was intact.</p> <p>The Health Status Note dated 2/9/20 at 1:45 PM stated the resident remained under SNF LOC with therapies and nursing related to the wound vac. The resident stayed in bed most of the day. The wound vac was working appropriately and was changed on 02/07/20.</p> <p>The COMS - Skilled Evaluation - V 5.1 dated 2/9/20 at 8:32 PM stated the resident was inattentive, lethargic, and vigilant, with some mild confusion and required cues. The resident had a flat affect but not a recent change in mood. The date of the resident's last bowel movement was on 2/08/20. The resident's skin color was within normal limits. The resident used a mechanical lift for transfers. The resident had a pressure reducing device to the chair and bed. The resident was unable to reposition themselves and had a wound to the coccyx. Staff repositioned the resident every two hours. The resident required extensive</p>			
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	<p>assistance for transfers via the mechanical lift. The resident needed total care from the staff. The resident's wound vac to the coccyx was draining properly. The resident was given milk of magnesia (MOM) to promote a bowel movement with no results.</p> <p>The Health Status Note dated 2/10/20 at 7:12 AM explained the nurse noted the resident lethargic and lying in the recliner. The resident was difficult to arouse and noted the resident mumbling when they woke. The resident temperature was 103 to 104, a pulse of 125, respirations of 20, a blood pressure of 100/67, and an oxygen saturation of 93% on room air. The resident's blood sugar was 263. The resident's lungs were clear to auscultation. Noted a small amount of clear, yellow urine in the catheter bag. They noted the wound vac to be in working order with the skin hot and dry. A cool cloth applied to the forehead, and blankets were removed. A call was placed to the on-call doctor. An order was received to send the resident to the emergency room (ER). The ambulance arrived at 6:45 AM; the report was given. The resident left the facility via an ambulance to the hospital.</p> <p>The Physician's Telephone Orders Audit dated 2/10/20 said to send the resident to the ER to evaluate and treat.</p> <p>The Transfer / Discharge Report dated 2/10/20 showed the resident's vital signs: " the temperature of 103 to 104 " the pulse of 125 " respirations of 20</p>			
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Health Facilities Division
Citation**

Citation Number: 9000				
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Facility Name: IOOF Home and Community		Survey Dates: August 19-26, 2020		
Facility Address/City/State/Zip 1037 19th Street SW Mason City, Iowa 50401				
		MW		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

	<p>" blood pressure of 100/67 " oxygen saturation 93% The resident exhibited lethargy and symptoms of sepsis. The resident had a catheter and was incontinent of stool with no behaviors.</p> <p>The History and Physical dated 2/10/20 showed the resident noted to be more somnolent at the nursing home with a temperature of 103.1 and blood sugars of 213. The resident did not have a bowel movement for five days. The resident's blood sugar at the hospital was found to be around 60. In the ER, the wound vac was present but falling off, and the wound was contaminated with feces. The resident had a catheter secondary to urinary retention. The resident complained of a burning sensation in the urethra. The assessment and plan showed.</p> <p>1. A fever second to an infection of the chronic stage IV decubitus ulcer or urinary tract infection (UTI). 2. Chronic stage IV decubitus ulcer, contaminated 3. Chronic urinary retention with chronic indwelling catheter - ruling out a UTI.</p> <p>A. Chronic sacral wound with the previous infection concerning for Osteomyelitis and treated for six weeks of antibiotics finished in January and also treated for a catheter-associated urinary tract infection (CAUTI) in January. The wound was chronic and followed by wound care.</p> <p>The Admission Summary dated 2/19/20 at 2:53 PM documented the resident returned to the facility following a hospitalization due to the sacrum's ulcer. The resident arrived at the facility in a wheelchair via</p>			
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	<p>the facility van. The resident had a peripherally inserted central catheter (PICC) line to the left upper arm. The resident was on an oral antibiotic but had an order to continue the PICC until the bone biopsy was complete for further antibiotic orders. The resident had severe aphasia making it hard to communicate. The resident was upset and tearful. The resident did not want the nurse to mess with them. The resident was up in the wheelchair in their room and refused to be weighed. The doctor was notified. The resident had vancomycin-resistant enterococci (VRE). The resident had a wound vac and orders for enterostomal therapy.</p> <p>The COMS - Clinical Admission Evaluation Skin Note dated 2/19/20 at 8:00 PM explained the resident had a sacral decubitus ulcer, measuring 7 x 6 x 4 cm, with notable visual bone and pink granulation healing tissue surrounding the area.</p> <p>The Transfer Orders / Instructions dated 2/19/20 stated to change the PICC dressing every seven days and PRN. They were awaiting bone biopsy results for further antibiotic orders. The wound treatment said the vacuum-assisted closure dressing.</p> <p>The Home Interdisciplinary Progress Notes dated 2/19/20 showed the following orders for</p> <ol style="list-style-type: none"> 1. A bone biopsy 2. A PICC line 3. A wet to dry dressing then wound vac on admission 4. Right heel red <p>The Clinic Nursing Home Note dated 2/25/20</p>			
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	<p>explained the visit was for readmission evaluation. The resident was at the hospital for potential sepsis on 2/10/20, with a fever of 103. The resident had a large sacral wound. The wound may have been contaminated with feces and developed the infection. The wound was determined to be the cause of the infection. The bone was exposed, and many cultures were done. The facility was awaiting instructions for other antibiotics. The resident was on Bactrim. The wound culture grew VRE. The resident had a history of sepsis that recovered well with a history of VRE and UTI. The resident had a large pressure wound of the sacrum treated with a wound vac and was slowly healing in.</p> <p>The Health Status Note dated 2/28/20 at 11:34 PM showed the wound dressing changed per orders with one small granulfoam. The resident tolerated the dressing without difficulties. The resident's skin was fragile in areas where the dressing was. The foam that was bridged was directly on healthy skin tissue with no barrier. The machine was beeping before the change, stating that the connection was loose or the canister was missing. After the dressing change, the machine was no longer beeping. The canister was changed with the dressing change. The wound measured 7 x 3 x 3 cm with a scant amount of bright red drainage from removing the previous dressing. The bone continued to be visible. The edges were pink with healing granulation tissue.</p> <p>The Orders - Administration Note dated 3/5/20 at 8:24 AM explained the resident requested to have the</p>			
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	<p>wound vac discontinued as the resident was expecting a transfer to another facility closer to family. The resident declined to allow the wound vac in place, saying it was just a dressing. The resident was educated, and the wound vac was removed. A wet to dry dressing was placed per the resident's request and refusal to allow the wound vac dressing. The area showed granular tissue with scant bloody drainage measuring 5 x 3 x 4 cm. The resident reported the wet to dry dressing was comfortable. A request was sent to discontinue the wound vac due to the resident's request with a recommendation to provide wet to dry dressings every shift and PRN. The doctor responded on 3/5/20 with okay to go with wet to dry per the resident's request. Then notify the wound center of the resident's refusal to have the wound vac.</p> <p>The Orders - Administration Note dated 3/20/2020 21:49 stated the order was for the wound vac. The resident no longer had a wound vac, the staff would clarify.</p> <p>The Health Status Note dated 3/21/20 at 2:56 AM showed the resident was on SNF services for intravenous (IV) antibiotic therapy related to a coccyx wound. The resident would continue on IV for antibiotic therapy for an infected coccyx wound.</p> <p>The COMS - Skilled Evaluation - V 5.1 3/23/20 at 9:44 PM said the skin was warm, dry, and within normal limits.</p> <p>The Health Status Note dated 3/25/20 at 10:55 AM</p>			
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	<p>explained the coccyx wound had granulation tissue with a scant amount of brown drainage present.</p> <p>The Health Status Note dated 3/28/20 at 8:40 PM stated the resident was on SNF services IV antibiotic therapy related to recent Osteomyelitis of the coccyx. The resident was alert and oriented per usual. The PICC remained in the place of the right upper arm, and the resident's dressing was dry and intact.</p> <p>The Health Status Note dated 4/1/20 at 7:40 PM labeled late entry said the resident was SNF for IV antibiotics for Osteomyelitis of their coccyx. The resident's dressing had fallen off, and a new dressing was applied. The dressing was intact to their sacral area.</p> <p>The COMS - Skilled Evaluation - V 5.1 dated 4/8/20 at 7:33 PM showed the resident had a stage IV pressure wound on the coccyx. The dressing change was due every other day. The dressing was done, and the resident tolerated it well. The resident received IV antibiotic Vancomycin through their PICC line.</p> <p>The COMMUNICATION - with Resident Note dated 4/10/20 at 2:02 PM showed the resident declined the dressing change on 6:00 AM to 2:00 PM shift. The resident requested to be up in the chair all shift and declined to lie down until the afternoon; the 2:00 PM to 10:00 PM nurse alerted to change the dressing.</p> <p>The Orders - Administration Note dated 4/12/20 at 2:04 PM explained the resident refused to lay down</p>			
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	<p>before the nurse left. The nurse attempted to do the dressing three times. The resident remained up in the wheelchair on the phone, watching television and smoking with the staff.</p> <p>The Health Status Note dated 4/14/20 at 10:23 AM showed the resident's wound care to the coccyx wound was done; the area appeared to be improved.</p> <p>The Nutrition/Dietary Note Quarterly note dated 4/16/20 at 1:00 PM explained the resident's monthly nutrition review. The resident was receiving IV antibiotics for Osteomyelitis of the coccyx. The nurses' notes on 4/14/20 indicated that the resident's skin was improving. The Dietitian recommended continuing the same nutrition care.</p> <p>The Orders - Administration Note dated 4/16/20 at 2:01 PM explained that the resident's wound dressing was due to be changed on the 6:00 AM to 2:00 PM shift, but the resident declined to lie in bed. The information was passed to the 2:00 PM to 10:00 PM nurse to complete when the resident laid down in bed.</p> <p>The Health Status Note dated 4/24/20 at 9:36 PM labeled late entry explained that the resident was on SNF services for Osteomyelitis of coccyx and IV antibiotic therapy. The resident had a PICC line in place in the left upper extremity. The dressing remained dry and intact, with no swelling or bruising observed around the area. The resident continued with a wet to dry dressing of the coccyx due to the resident's refusal of the wound vac. The dressing</p>			
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	<p>remained dry and intact-no complaints of pain voiced to the area. The resident did allow thee CNA to perform a bed bath and change clothes, which was not always the case.</p> <p>The Health Status Note dated 4/25/20 at 3:33 AM showed the resident was on SNF services due to Osteomyelitis of coccyx and IV antibiotic therapy. The resident had a PICC line in place in the left upper extremity. The dressing remained dry and intact with no pain or discomfort complaints to an area with no swelling or bruising observed around the area. The resident continued with wet to dry dressing of the coccyx due to the resident's refusal of the wound vac. The dressing remained dry and intact, with no complaints of pain voiced to the area.</p> <p>The Clinic Nursing Home Note dated 4/28/20 showed the resident was seen by telehealth due to the pandemic. The wound clinic was following the resident due to the deep sacral wound with bone exposure and Osteomyelitis. The resident was on long-term antibiotics. The wound was slowly doing better and better. The resident had a wound vac and an indwelling catheter.</p> <p>The Physician Visit Note dated 4/28/20 at 3:45 PM showed a Doctor's visit with the resident via telehealth, related to the resident's continued Osteomyelitis and wound to the sacrum. The doctor said the foot and wound look good. They were awaiting further orders related to the potential discontinuation of the PICC line and IV therapy.</p>			
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	<p>The Health Status Note dated 4/29/20 at 9:15 AM documented the facility received an order per the doctor to discontinue the vancomycin and all related labs and orders. The doctor gave an order via the phone, discontinue the PICC Line.</p> <p>The COMMUNICATION-with Physician note dated 4/30/20 at 4:02 PM said the facility received a fax back from the Physician to discontinue the PICC line.</p> <p>The Orders - Administration Note dated 5/6/20 at 1:32 PM stated the dressing was changed on 5/5/20. The dressing was dry and intact.</p> <p>The Orders - Administration Note dated 5/14/20 at 1:25 PM explained the resident declined to allow the dressing until later today. The resident was resting in the wheelchair. The 2:00 PM to 10:00 PM nurse to be updated with the request.</p> <p>The Health Status Note dated 5/20/20 at 10:47 AM showed a follow-up related to a refusal of care, medication, and treatment. The resident later allowed the nurse to change the coccyx wound dressing.</p> <p>The Nutrition/Dietary Note dated 5/27/20 at 2:54 PM explained the resident had a weight loss of 16.1% in one month from 174# to 147#. The weight was due to a possible invert of digits or a possible weight technique error. The weight could be accurate also. The resident had times of eating meals or drinking the Premier Protein and times of not. It all depended on</p>			
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	<p>the resident's mood the same as the resident taking medications and accepting care. The IV antibiotics were finished. The resident's skin was healing, and their blood sugars were very good in the 100 to 150 range. Cymbalta was increased 5/11, which will help with food intake. Continue the same care for skin and follow re-weight.</p> <p>The Nutrition/Dietary Note Quarterly dated 6/4/20 at 12:55 PM explained the resident's weight was 169#. The weight last week was likely an error. The weight was below their usual of 174#. The resident didn't drink the Premier Protein often per the cooks. They ask if the resident wanted it, then they opened it and handed it to the resident. The resident said it was because their skin was healed. The nurse reported it was significantly improved but not healed. The resident said the weight loss was good and that they wanted to weigh 125#. The resident did not eat when mad and has been that way for several days per the DON. The resident still had food brought in for meals and snacks. The Dietitian would do an audit on Premier Protein's amount, weights, and other possible supplements.</p> <p>The Orders - Administration Note dated 6/9/20 at 12:28 PM explained the resident did not have the dressing completed as the resident was requesting to sleep.</p> <p>The Clinic Nursing Home Note dated 6/23/20 said the wound clinic was still managing the resident.</p> <p>The Weights & Vitals Note dated 7/1/20 at 1:56 PM</p>			
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	<p>showed the resident weighed 169# on 6/1, and the next time weighed on 6/21 was 10# less to 159#. The resident continued to weight that until 6/29 with an increase to 160#. Before the significant loss, the resident had constipation and had an extra-large bowel movement. The doctor ordered a Dulcolax stool softener and Med Pass. The Med Pass had not been started. The resident had occupational therapy (OT) for utensils to help with eating. The resident said they like the utensils, Built-up silverware, and cups with lids and straws, and that they help. The resident refused all food and fluid for lunch. The resident won't allow the food in the room and denied being upset about anything. The resident refused offerings of other foods or their items. Recommend to start a supplement.</p> <p>The Orders - Administration Note dated 7/2/20 at 12:32 PM, showed Staff J, RN, completed the dressing.</p> <p>The Orders - Administration Note dated 7/17/20 at 9:53 AM indicated the resident declined to allow the dressing change, stating NO NO NO I want my cigarette!</p> <p>The Orders - Administration Note dated 7/23/2020 at 7:46 AM showed the nurse did the dressing.</p> <p>The Nutrition/Dietary Note dated 7/23/20 at 10:50 AM showed a nutrition follow-up. No new weight since 6/29/20. The resident refused the Med Pass and asked for water with their pills. The resident estimated to consume < 500 KCals a day. The resident was not</p>			
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	<p>drinking much of the supplement drinks. The cuff utensils as per therapy are on order. Weight loss and poor healing were expected.</p> <p>The Health Status Note dated 7/31/20 at 9:37 PM documented a dressing change completed on the resident's coccyx. The resident was incontinent and had loose stool present. The nurse noted greenish drainage around the wound. It cannot be specific where or what the drainage was from. The undergarment and soaker pad was saturated with a malodorous smell. The resident was cleansed, and the dressing was reapplied. The wound bed itself was pink, but the size of the wound seemed larger than previously done. A Fax was sent to the doctor for an order to follow up with the wound specialist. Discussed with the resident the importance of letting dressing be changed and cleaned as often as possible. If necessary, ask for it to be done.</p> <p>The Fax Transmittal Log Sheet dated 7/31/20 showed the resident did not have anyone following them for their wound care. KCI previously followed wound care. A request was sent to have an order to follow up with the facility's Wound Specialist to oversee the resident's wound management.</p> <p>The Orders - Administration Note dated 8/6/20 at 7:36 AM explained the dressing was not completed as the hydrofera blue dressing was not available.</p> <p>The Skin/Wound Note dated 8/6/20 at 9:30 AM stated the Wound Consultant, notified of the consultation</p>			
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	<p>order, and the resident agreed to telehealth visit at 1:00 PM.</p> <p>The Skin/Wound Note dated 8/6/20 at 1:58 PM showed a telehealth visit with the wound consultant. The resident had an area to the coccyx examined. The resident cooperated at first, then became upset. The resident refused to have any treatment changed every day and complained the staff was not changing current treatment every day. The Wound Consultant would contact the facility for recommendations after the measurements were received. A note was left on the daily log.</p> <p>The Orders - Administration Note dated 8/6/2020 at 4:24 PM showed the resident had a foul mood, and the resident refused when the CNA offered to reposition.</p> <p>The Skin/Wound Note dated 8/10/20 at 2:21 PM explained the recommendation was received from the Wound Consultant for the resident's sacral wound. The recommendations were forwarded to the doctor for review.</p> <p>The Braden Scale for Predicting Pressure Sore Risk dated 8/13/20 showed a score of 12, indicating a high risk of developing a pressure ulcer.</p> <p>The COMMUNICATION-with Physician note dated 8/14/20 2:55 PM labeled Late Entry: showed the doctor returned the fax regarding the wound treatment. Orders were given for the sacral wound to be cleaned, then apply sorbact gauze to the wound, and fill with a</p>			
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	<p>full sheet of layered collagen. Complete by covering with a bordered hydrogel dressing. The dressing was to be changed daily and PRN.</p> <p>The Orders - Administration Note dated 8/17/20 at 1:09 PM explained the resident declined a dressing change but requested to get up to smoke. The current nurse would update the 2:00 PM to 10:00 PM nurse to attempt the dressing change to coccyx when the resident agreed to lie down.</p> <p>The Orders - Administration Note dated 8/18/20 at 1:43 PM showed the resident did not get a dressing change due to the resident getting their hair done and declined to lie in bed for treatment until done.</p> <p>The Orders - Administration Note dated 8/20/20 at 3:06 PM explained the 6:00 AM to 2:00 PM nurse was to do the dressing but did not chart it.</p> <p>The Orders - Administration Note dated 8/21/20 at 1:24 PM stated the resident refused to let the staff change the dressing.</p> <p>The Orders - Administration Note dated 8/21/20 at 9:41 PM showed the dressing was not complete as the nurse did not find supplies to complete the dressing. The dressing was noted to be clean, dry, and intact with bedtime cares.</p> <p>The Orders - Administration Note dated 8/24/20 at 10:03 AM explained the resident refused their dressing change.</p>			
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	<p>The Pressure Ulcer Documentation form showed the following assessments.</p> <ol style="list-style-type: none"> 1. 1/20/20 a stage IV pressure ulcer to the coccyx that measured 7 x 8 x 4.5 cm with bloody exudate and no pain. The wound bed showed granulation tissue. 2. 1/24/20 a stage IV pressure ulcer to the coccyx that measured 12 x 7 x 4 cm with a small amount of bloody exudate and no pain. The wound bed showed granulation tissue with white, pink and, soft wound edges and surrounding tissues. The wound showed improvement. 3. 2/7/20 stage IV pressure ulcer to the coccyx that measured 7 x 4 x 3 cm with bloody exudate and no pain. The wound bed showed granulation tissue with porous pink and white wound edges and surrounding tissues with drainage. The wound showed improvement. 4. 8/14/20 stage IV pressure ulcer to the coccyx that measured 3.5 x 3 x 3 cm with no exudate and no pain. The wound bed was pink and dry with flesh tone wound edges. The wound showed improvement. <p>The resident's record lacked documentation of further assessments on the Pressure Ulcer Documentation form for the resident between 2/7/20 and 8/14/20.</p> <p>The Weekly Skin Sheets that provide weekly notification to the doctor lacked the resident's information from 2/7/20 through 8/14/20.</p> <p>The care plan problem dated 01/30/2020 showed the resident had an unexpected weight loss related to a</p>			
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	<p>progressively debilitating illness, stage four pressure injury, extensive hospitalization, and the resident smokes. The resident's baseline weight was approximately 180 pounds on 3/19.</p> <p>The care plan problem dated 08/12/20 showed the resident' had a sacral pressure ulcer related to immobility due to MS. The care plan problem showed the following connected interventions dated 8/12/20</p> <ol style="list-style-type: none"> 1. Administer treatments as ordered and monitor for effectiveness. 2. Assess, record, and monitor wound healing (specify frequency "FREQ"). Measure length, width, and depth where possible. Assess and document the status of wound perimeter, wound bed, and healing progress. Report improvements and declines to the Medical Doctor (MD). 3. Educate the resident, family, and caregivers as to causes of skin breakdown, including transfer and positioning requirements; the importance of taking care during ambulating, mobility, good nutrition, and frequent repositioning. 4. The resident had a wound vacuum to the wound on the resident's sacral area but requested it removed. The resident had an indwelling catheter to help with wound healing but asked for discontinuation. The resident, at times, refused to have the ordered treatment to wound completed. Staff will re-approach at another time or have another staff to complete the dressing change. 5. The resident required an air loss mattress on the bed and pressure reduction cushion in the wheelchair. 6. The resident needed the bed to be positioned to 			
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	<p>reduce the possibility of shear. The resident preferred to be repositioned with two people and a draw sheet.</p> <p>7. If the resident refused treatment, confer with the resident, Interdisciplinary Team (IDT), and family to determine why and try alternative methods to gain compliance. Document alternative methods.</p> <p>8. Inform the resident, family, and caregivers of any new area of skin breakdown.</p> <p>9. Monitor nutritional status. Serve diet as ordered, monitor, and record intake.</p> <p>10. Monitor, document, and report as needed (PRN) any skin status changes: appearance, color. Wound healing, signs and symptoms of infection, wound size (length X width X depth), and stage.</p> <p>The care plan lacked interventions related to pressure ulcers before 8/12/20.</p> <p>Follow-up interviews</p> <p>On 8/20/20 at 1:58 PM, the DON and the Infection Preventionist reported that the only skin sheet that could be found was dated 8/14/20. The Infection Preventionist said they were told that the resident had other sheets.</p> <p>On 8/20/20 at 2:09 PM, the Infection Preventionist said there were no thinned chart skin sheets. The Infection Preventionist gave the surveyor the thinned chart and showed three documentation areas related to the measurements. The Infection Preventionist reported there were skin sheets for the resident.</p>			
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	<p>3. The MDS completed for Resident #5 with an ARD of 7/8/20 showed a BIMS score of 3, indicating severely cognitively impaired. The resident required extensive assistance of two staff with bed mobility, transfers, locomotion on the unit, dressing, toileting, and personal hygiene. The resident required limited assistance of two staff with locomotion of the unit. The resident required limited assistance of one staff with walking and eating. The resident was always incontinent with bowel and bladder. The resident had diagnoses of acute cholecystitis, pneumonia, and gastrointestinal hemorrhage (bleeding).</p> <p>Observation</p> <p>On 8/20/20 at 12:30 PM, observed the resident lying in bed with feet elevated on a pillow, sitting up looking around the room.</p> <p>On 8/26/20 at 1:50 PM, the resident was lying in bed, facing the door propped on a pillow. Staff N and Staff G washed their hands and gathered supplies to provide perineal care, then explained the process to the resident. Staff N opened the wipes package then handed to Staff G. Staff N wiped the resident wiped once then threw away the wipe. The resident complained of pain with movement. Staff N rolled the resident toward Staff G. Observed a dressing intact labeled 8/25/20. Staff N then wiped the resident from the backside up towards the penis. Staff N took a new wipe and wiped away from the penis toward the resident's back. Staff N finished wiping the resident, removed gloves, and placed a brief under the resident.</p>			
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	<p>Staff G wiped the front of the resident as bowel movement (BM) remained. Staff G took a pile of wipes out of the package and placed it on top of the package. After wiping the resident, Staff G took the package of wipes and placed them on the dresser with wipes on top of the package. Observed a dressing to the left hip labeled 8/25/20. Noted bilateral heels were without blisters. As the resident lifted their legs, noted the resident call in pain. The bed lacked air mattress.</p> <p>Record review</p> <p>The Health Status Note dated 8/5/20 at 8:58 PM showed the resident did not have a bowel movement for five days. The resident's bowel sounds were active in all four quadrants. The abdomen was soft, non-distended, and non-tender. The resident had PRN milk of magnesia (MOM) on 8/3/20 and a PRN suppository today. The resident had an order for Miralax twice daily. The resident had some issues with watery stools. The resident spent a lot of time resting in the bed, and that is where the resident was more comfortable.</p> <p>The Orders - Administration Note dated 8/6/20 at 5:43 PM showed the resident's compression stockings weren't put on as the resident was resting in bed.</p> <p>The Orders - Administration Note dated 8/8/20 at 11:30 AM showed the resident was in bed.</p> <p>The Orders - Administration Note dated 8/9/20 at 11:51 AM showed the resident was in bed.</p>			
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	<p>The Orders - Administration Note dated 8/10/20 at 10:27 AM showed the resident was in bed and didn't wish to get up.</p> <p>The Braden Scale for Predicting Pressure Sore Risk dated showed a score of 15, indicating a mild risk for developing a pressure ulcer.</p> <p>The Health Status Note dated 8/17/20 at 4:20 PM, labeled a Late Entry, said the resident returned from a hospital stay and was on isolation due to being in the hospital. The resident was resting in bed with their eyes closed. The resident showed an indication of pain or discomfort.</p> <p>The ICP - interim care plan dated 8/17/20 stated the resident had impaired skin at admission. The resident wasn't continent of bowel and bladder. The resident required total dependence with toileting and personal hygiene. The resident had diabetes.</p> <p>The Readmission Assessment dated 8/17/20 showed the resident had a bruise on bilateral arms and an abrasion to the head's left side.</p> <p>The Health Status Note dated 8/18/20 at 7:24 PM said the resident remained in isolation due to being hospitalized. The resident was resting off and on in bed. The resident was pleasant and cooperative, able to make the needs known to the staff.</p> <p>The Orders - Administration Note dated 8/19/20 at</p>			
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	<p>12:54 AM showed the resident was in bed.</p> <p>The Orders - Administration Note dated 8/20/20 at 12:39 AM showed the resident was in bed.</p> <p>The New Order Follow-up Note dated 8/20/20 at 1:17 PM showed the resident was readmitted to the facility and continued on antibiotics. The resident was resting in bed with their eyes closed on and off most of the shift. The resident remained calm and pleasant with cares but hollered out with repositioning.</p> <p>The New Order Follow-up Note dated 8/20/20 at 6:52 PM stated the resident was a readmit day three. The resident continued on antibiotics ordered from when they were discharged from the hospital. The resident was resting in bed with their eyes closed on and off most of the shift. The resident calm and pleasant while staff provide repositioning and perineal cares</p> <p>The Orders - Administration Note dated 8/21/20 at 11:510 AM showed the resident was in bed.</p> <p>The Orders - Administration Note dated 8/22/20 at 4:32 AM, the resident kept kicking off their boots for the first part of the shift, then the resident fell asleep, and the CNA replaced boots onto the resident's feet.</p> <p>The Orders - Administration Note dated 8/22/20 at 11:51 AM showed the resident was in bed.</p> <p>The Skin/Wound Note dated 8/22/20 at 3:20 indicated the CNA noticed the resident had a little crack of skin</p>			
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	<p>on the right-center buttock while doing perineal care. Staff cleaned and applied a barrier cream. A fax was sent to the doctor, and the family was notified. The resident was placed on daily charting with skin sheets initiated.</p> <p>The COMMUNICATION - with Family note dated 8/22/20 at 7:19 PM indicated the staff spoke with the Resident's Representative. They returned the call, and the nurse explained the resident had a small sore on their right center buttock area. The nurse explained it was cleaned, and a barrier cream was applied with a fax sent to the doctor to see what treatment they would like to use. The nurse answered questions, and the Resident's Representative said they were okay with the treatment. The Resident's Representative talked about the resident lying in bed too much. The Resident's Representative expressed they would like to come and visit the resident. The nurse explained the courtyard policy. Staff would continue to monitor the area.</p> <p>The New Order Follow-up Note dated 8/22/20 at 7:24 PM explained the resident was receiving an increase in Seroquel 50 milligrams (mg) to three times a day. The resident's yelling decreased when the staff moved the resident or got the resident out of bed. If the resident yelled at the table, it was because the resident didn't want to sit alone. When the staff sat next to the resident, the resident would stop yelling. The staff would encourage the resident to get up out of bed more throughout the day to improve circulation.</p>			
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	<p>The New Order Follow-up Note dated 8/23/20 at 1:19 AM indicated the resident had increased Seroquel to 50 mg three times a day. The resident was resting in bed with their eyes closed. No adverse effects were noted at this time.</p> <p>The Health Status Note dated 8/23/20 at 10:23 AM showed the staff just reported the resident had a loose stool. Novel coronavirus 2019 (COVID-19) lab tests were being faxed back. The resident was mostly bed-bound.</p> <p>The Orders - Administration Note dated 8/23/20 at 10:33 AM showed the resident was in bed.</p> <p>The Skin/Wound Note dated 8/23/20 at 7:11 PM showed the follow-up to the small sore on the resident's right center of the buttock. The nurse had to look to observe and assess the area. The sore was very small and difficult to visualize. The nurse followed protocol and applied a barrier cream to the area. The nurse would continue to monitor.</p> <p>The Health Status Note dated 8/24/20 at 5:19 AM indicated the resident was calm and cooperative with cares. The area on the resident's buttocks was present with no signs or symptoms of infection.</p> <p>Care Plan review</p> <p>The Care Plan problem dated 5/28/20 showed the resident had a potential for skin breakdown and impaired wound healing due to type 2 diabetes with</p>			
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	<p>daily injections, edema, frequent incontinence, dementia, behaviors with poor safety awareness, medication side effects, and a history of a superficial decubitus ulcer to the left trochanter. The interventions dated 5/28/20 included</p> <ol style="list-style-type: none"> 1. Float heels when in bed. 2. Foam bordered dressing to my left hip as ordered. 3. House barrier cream as needed to the buttock due to incontinence. 4. The resident was at an increased risk of bruising and bleeding due to Clopidogrel and aspirin. 5. The resident received daily injections related to diabetes. Bruising to the abdominal area and/or the posterior arms was likely. 6. Keep skin clean and dry. Use lotion on dry skin. Staff to apply a skin moisturizer to the skin each night. 7. Monitor and document the location, size, and treatment of skin injury. Report abnormalities, failure to heal, sign, and symptoms of an infection to the doctor. 8. A pressure reduction mattress on the bed frame and a pressure reduction cushion to the wheelchair when used. 9. Reposition side to side every two hours minimum when in bed and every fifteen to thirty minutes when up in a chair. 10. Skin treatments as ordered. 11. Use caution during transfers and bed mobility to prevent striking arms, legs, and hands against any sharp or hard surfaces. <p>Interviews</p> <p>On 8/26/20 at 1:50 PM Staff N said they found the</p>			
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58.19(2)j	<p>area to the resident's bottom about two weeks ago and reported it to the Infection Preventionist.</p> <p>On 8/26/20 at 2:15 PM, the Infection Preventionist said they thought the area was reported recently to another nurse. The Infection Preventionist said they never heard of it before recently. The area to the hip was not a current area but looked like a healed area to the hip. Resident #3's area was reported to them after the resident's shower.</p> <p>FACILITY RESPONSE:</p> <p>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:</p> <p>58.19(2) Medication and treatment.</p> <p><i>j.</i> Provision of accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in mental, emotional, or physical condition. (I, II, III)</p>	II	\$500	Upon Receipt
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	<p>Description: Based on observations, interviews, and record reviews, the facility failed to address symptoms of a urinary tract infection (UTI) for one resident reviewed (Resident #1). The facility reported a census of 74 residents.</p> <p>Findings include:</p> <p>The Minimum Data Set (MDS) completed with an Assessment Reference Date of 6/25/20 showed a Brief Interview for Mental Status score of 5, indicating severe cognitive impairment. The resident was admitted to the facility on 1/9/20 from an acute hospital. The resident had a readmission date of 6/12/20 from an acute hospital. The resident was always incontinent of bowel and bladder during the seven day lookback period. The resident required extensive assistance of one staff with toileting and personal hygiene during the seven day lookback period. The resident had diagnoses of acute cystitis without hematuria, diverticulitis of intestine parts unspecified, and Diabetes Mellitus Type 2.</p> <p>Observations</p> <p>On 8/19/20 at 2:38 PM, watched Staff G, CNA, and Staff H, CNA, assist the resident in the bathroom. Staff G and Staff F wash their hands. Staff G applied the gait belt around the resident's waist while Staff H applied gloves. The CNAs explained what they were going to do and then helped the resident sit on the toilet. Staff G removed their gloves and sanitized their</p>			
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	<p>hands. Staff H removed gloves and applied new gloves without completing hand hygiene. Staff H got the resident removed the resident's pants, held them while putting on the resident's fresh pullup, and then put pants back onto the resident. Staff H then removed old gloves and applied new gloves without hand hygiene. Staff G got out the wipes, then stood behind the resident and with wipe reached up to the vagina and wiped to the buttock. Then with a different hand, Staff G wiped the front of the resident and then removed gloves. The CNAs helped the resident sit into the wheelchair.</p> <p>Record review</p> <p>The Urine Culture dated 3/31/20 showed the resident was treated with penicillin VK 500 milligrams (mg) orally three times a day for five days due to catheterized urine showing greater than (>) 100,000 colony-forming streptococci, beta-hemolytic group B (Urinary Tract Infection "UTI") and dysuria (pain with urination).</p> <p>The Dietitian Assessment for 4/13/20 showed the resident had a UTI on 3/31/20.</p> <p>The Clinical Nursing Home Note dated 6/2/20 showed the resident visited with the Physician via telemedicine. The resident denied pain at the time of the visit, but the staff said the resident seemed bloated with a decreased appetite. Due to the assessment, the Physician ordered Simethicone. The Physician noted the resident was not real distended at that time.</p>			
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	<p>The Physician Visit note dated 6/2/20 at 12:19 PM showed the resident had a 60-day recertification visit with the Doctor (Dr.) via telehealth. The nurse, per Dr.'s request, performed the physical assessment. The resident's vital signs (VS), medications, and blood sugars were reviewed. New order received for Simethicone 80 mg chew to give after each meal and at bedtime, acetaminophen PM one hour before bedtime, and talk to the resident's family regarding the donepezil to determine if it was ok to discontinue?</p> <p>The New Order Follow Up Note dated 6/2/20 at 7:31 PM showed the resident had an initial dose of Simethicone and acetaminophen with no adverse effects noted.</p> <p>The New Order Follow Up Note dated 6/3/20 at 1:47 PM showed the resident was up as usual. No signs or symptoms of adverse reactions were noted related to the start of Simethicone. Bowel sounds active in all four quadrants. The abdomen was noted to be soft, round, and slightly tender with palpation. The resident denied any abdominal discomfort. The resident slept through breakfast but ate 100 percent (%) of lunch without difficulty-no complaints of gas.</p> <p>The Health Status Note dated 6/7/20 at 12:38 PM showed the resident with VS of temperature of 97.7, a pulse of 75, respirations 18, blood pressure (BP) of 163/72, and oxygen saturation (SpO2) 98% on room air. The resident had three loose stools since the previous shift. Bowel sounds active in all four</p>			
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	<p>quadrants. The abdomen was noted to be soft, non-distended, slightly tender with palpation. The resident was up per usual. The resident's appetite was per usual, but the resident had an occasional loose stool.</p> <p>The Health Status Note dated 6/7/20 at 8:51 PM documented the staff reported the resident had two loose stools that shift. The resident was in good spirits, up to supper, and consumed the meal without difficulty. The resident showed no facial grimacing, complaints of pain or discomfort, the resident's abdomen non-tender, and non-distended with bowel sounds active in all four quadrants. The resident noted to be afebrile (no fever) and passing gas with a noted foul odor from the resident throughout the shift.</p> <p>The Physician Communication dated 6/7/20 showed a request for Immodium due to the resident having loose stools with bowel sounds active in all four quadrants, soft non-distended abdomen, with slight tenderness on palpation. The Physician responded with an order of Immodium AD one capsule by mouth after a loose stool up to four doses in twenty-four hours for two weeks, then discontinue.</p> <p>The COMMUNICATION-with Physician note dated 6/8/20 at 8:58 AM explained the facility received a fax back about the resident's loose stools. Received a new order for Imodium AD one capsule with loose stools up to four doses in twenty-four hours for two weeks and then discontinue.</p> <p>The Health Status Note dated 6/8/20 at 1:35 PM</p>			
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	<p>explained the staff reported the resident with two loose stools that shift. The resident's Imodium was ordered from the pharmacy. The resident's VS were temperature of 97.4, a pulse of 80, respirations of 16, and SpO2 of 95. The resident up per usual. The staff reported the resident with a decreased appetite.</p> <p>The Health Status Note dated 6/9/20 at 5:23 AM showed the resident had one small loose stool that shift. The resident slept good with no complaints, signs, or symptoms of discomfort.</p> <p>The Health Status Note dated 6/10/20 at 1:32 AM showed the resident had extreme abdominal distention with complaints of pain when checking for bowel sounds. The bowel sounds showed active upper quadrants, with no audible sounds on the lower right quadrant and hypoactive (slow) sounds on the lower left side. The SpO2 was 94% on room air and temperature of 97.8. The resident's heart rate was 78. The resident was lying on the left side. The CNA's were concerned for several days of the resident's change in condition.</p> <p>The Health Status Note dated 6/10/20 at 2:37 AM explained that after evaluation by the east side, Registered Nurse (RN) confirmation received that bowel sounds were very hypoactive on the left lower quadrant with none on the right lower quadrant. Pain medication given at 6:00 PM kept her comfortable at the time. At 6:00 AM, planned to confirm with the DON and recommend the resident be sent to the emergency room (ER).</p>			
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	<p>The Health Status Note dated 6/10/20 at 7:46 AM documented the night shift nurse reported a change with the resident during the morning report. The night shift nurse said the resident with a distended abdomen, hypoactive bowel sounds, and the loose stools. The resident had loose stools over the last few days, in which an Imodium order was received. The resident continued to have loose stools on and off. It was reported the resident with a decreased appetite. The nurse worked with the resident on and off. The resident was having all of the above on and off in the time the nurse worked with the resident. The resident now complained of pain with palpation of the abdomen. The resident left the facility with staff. A copy of the medication administration record (MAR) and treatment administration record (TAR), Iowa Physician Orders for Scope of Treatment (IPOST), insurance, and transfer sheet was sent with the resident.</p> <p>The COMMUNICATION - with Resident note dated 6/10/20 at 2:15 PM showed the facility received a report from the RN at the hospital. The resident was admitted for UTI and Colitis with plans to get intervenous (IV) Rocephin for two days then the resident would return by the weekend.</p> <p>The History and Physical dated 6/10/20 showed the resident admitted due to abdominal pain and dysuria at the skilled nursing facility (SNF). The impression and plan showed cystitis diagnosis to be treated with Rocephin two grams by IV every twenty-four hours.</p>			
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	<p>The resident had the additional diagnoses of diverticulitis, abdominal pain, long QTc (irregular heart rhythm), dementia, volume depletion, and Diabetes Mellitus type 2.</p> <p>The Hospital Progress Note dated 6/10/20 showed the resident's chief complaint was abdominal pain, cystitis, Diabetes Mellitus type 2, bacteremia, hypomag (low magnesium), and dementia. The resident appeared to be tired and weak.</p> <p>The Admission Summary dated 6/12/20 at 3:10 PM documented the resident arrived from the hospital via the facility van due to cystitis, diverticulitis, and UTI symptoms.</p> <p>The Clinical Summary dated 6/12/20 showed the resident with diagnoses of cystitis, diverticulitis, and UTI symptoms.</p> <p>The Health Status Note dated 6/14/20 at 1:27 PM explained a follow-up to the antibiotic therapy. The resident had loose stools that shift with a good appetite at meals-a PRN Immodium given for relief.</p> <p>The Hospital Discharge Notification signed by the Physician on 6/30/20 showed the resident's hospital diagnoses were unspecified abdominal pain, type 2 Diabetes Mellitus without complications, and acute cystitis without hematuria.</p> <p>The Physician Notification on 6/30/20 showed a request for Immodium due to the resident having loose</p>			
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Facility Administrator

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	<p>stools. The provider responded on 6/30/20 with an order for Immodium AD one capsule after a loose stool up to four in a day as needed (PRN) for two weeks.</p> <p>The Health Status Note dated 8/10/20 at 10:01 PM explained the CNA's came out and reported the resident complained of burning with urination and had gone frequently. After supper, the resident asked to go to the restroom and had difficulty with going. The urine observed in the toilet was cloudy; the nurse couldn't tell if there was an odor to it at the time. The resident was afebrile. A fax was sent to the Physician, awaiting a response.</p> <p>The Health Status Note dated 8/10/20 at 10:34 PM added an addendum to the previous note: The CNA reported the burning with urination was going on for two weeks. The burning was previously reported, and the nurses were pushing fluids. This week resident was in tears while urinating.</p> <p>The COMMUNICATION-with Physician dated 8/11/20 at 3:18 PM indicated the facility received a fax back from the doctor informing the resident of burning with urination for two weeks. The Dr. ordered a urine specimen by catheter for urinalysis (UA) with culture and sensitivity (C&S), Push oral fluids, Cephalexin 500 mg one tablet by mouth twice daily for five days after the urine collection. Then get a urine specimen via catheterization for UA with C&S 48 to 72 hours after the antibiotic was completed.</p> <p>The Clinical Laboratory reported collected on 8/11/20</p>			
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	<p>showed the urinalysis routine, noting the amber color's catheterized urine with turbid clarity. The urine was negative for ketones and showed one plus (+) glucose level with an expected level of negative. The urine had >100 white blood cells and 2+ of protein stix with an anticipated negative level.</p> <p>The Health Status Note dated 8/13/20 at 1:20 AM documented return fax received from the UA with lab results, awaiting final results with culture.</p> <p>The COMMUNICATION-with Physician note dated 8/13/20 at 4:48 PM explained the facility received a fax back on the UA with C&S. The fax sent back to the Dr. with the final specimen results, awaiting a response for treatment.</p> <p>The Clinical Laboratory report with a collection date of 8/11/20 showed a catheterized urine specimen with >100,000 colony-forming Klebsiella pneumoniae and >100,000 colony-forming streptococci beta-hemolytic group B. The provider responded on 8/14/20 to change cephalexin to Bactrim DS one tablet twice daily for five days.</p> <p>The COMMUNICATION-with Physician note dated 8/14/20 at 9:05 AM documented new orders received from the provider to discontinue the cephalexin and start Bactrim DS twice daily for five days.</p> <p>The COMMUNICATION-with Physician note dated 8/14/20 at 5:20 PM explained the facility received a fax back from the provider for the Dr. with new order for</p>			
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	<p>Bactrim DS 1 tablet twice daily for five days due to a rash from the cephalixin.</p> <p>The Health Status Note dated 8/19/20 at 1:46 PM showed the last dose of antibiotics given that morning with scheduled medications. The resident was afebrile and stated the burning with urination was better. The urine odor and color with some improvement. A follow-up UA was scheduled four 48 to 72 hours.</p> <p>The Health Status Note dated 8/19/20 at 5:40 PM, labeled as a late entry, showed the resident had the last dose of antibiotics that morning. The resident had no complaints of pain or discomfort.</p> <p>The Orders - Administration Note related to the follow-up catheterization UA dated 8/21/20 at 8:00 PM explained the resident was up on the shift and not in bed from 2:00 PM until 7:00 PM.</p> <p>The Orders - Administration Note related to the follow-up catheterization UA dated 8/23/20 at 2:24 PM showed the UA was unable to obtain that shift.</p> <p>The Orders - Administration Note related to the follow-up catheterization UA dated 8/23/2020 at 9:00 PM showed a straight catheter collected the UA with one attempt.</p> <p>The COMMUNICATION-with Physician note dated 8/25/20 at 1:16 PM explained the facility received a fax back from the Dr. regarding the UA and C&S collected on 8/23/20, ordered to await the C&S results.</p>			
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	<p>The Urinalysis Routine collected on 8/23/20, noted by the facility on 8/25/20, showed the urine with a yellow, cloudy appearance with > 100 white blood cells. The Physician responded on 8/25/20 to await the culture and sensitivity report.</p> <p>The Urine Culture Lab collected on 8/23/20 returned from the Physician on 8/26/20, showed the Physician indicated no treatment need, and to discontinue the Bactrim if not finished. The culture showed no growth.</p> <p>The Care Plan problem dated 4/01/20 showed the resident at high risk for falls related to confusion, dementia, history of falls, incontinence, and psychoactive drug use. The intervention dated 4/1/20 said to offer routine toileting as the resident was incontinent of urine and has a history of UTI's. The resident did not always voice toileting needs. The resident was an assist of one with a gait belt for toileting.</p> <p>The Care Plan problem dated 3/31/20 said the resident had a UTI and was taking an antibiotic. The interventions dated 4/1/20</p> <ol style="list-style-type: none"> 1. To encourage adequate fluid intake. 2. Give antibiotic therapy as ordered. <p>Monitor/document for side effects and effectiveness.</p> <ol style="list-style-type: none"> 3. Monitor, document, and report to the Dr. PRN for signs and symptoms of a UTI such as frequency, urgency, malaise (weakness), foul-smelling urine, dysuria, fever, nausea, vomiting, flank pain, supra-pubic pain, hematuria (blood in urine), cloudy urine, 			
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	<p>altered mental status, loss of appetite, and behavioral changes.</p> <p>4. Obtain and monitor lab or diagnostic work as ordered. Report results to the Dr. and follow up as indicated.</p> <p>The Care Plan problem dated 4/1/20 said the resident had chronic kidney disease stage two. The resident had urinary incontinence with a history of UTI's. The interventions dated 4/1/20</p> <p>1. Ensure thorough pericare and incontinence cares as the resident couldn't do themselves.</p> <p>2. Monitor, document, and report for signs and symptoms of acute failure: Oliguria (urine output less than "<" 400 milliliters "ml" per 24 hours). Increased kidney labs (BUN and Creatinine). In the Diuretic phase (output >500 ml in 24 hours), the BUN and Creatinine level out.</p> <p>3. Monitor, document, and report to the Dr. PRN for signs and symptoms of a UTI such as frequency, urgency, malaise, foul-smelling urine, dysuria, fever, nausea, vomiting, flank pain, supra-pubic pain, hematuria, cloudy urine, altered mental status, loss of appetite, and behavioral changes.</p> <p>4. Offer routine toileting as the resident does not always alert staff of the need to urinate.</p> <p>The resident's record lacked bowel and bladder assessments.</p> <p>Interviews</p> <p>On 8/20/20 at 11:05 AM, Staff B, Certified Nurses' Aide</p>			
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	<p>(CNA), reported taking the resident to the bathroom, and the resident had a burning sensation. Staff B said they told Staff A, Licensed Practical Nurse (LPN), about the burning sensation and saw Staff A write something up. Staff B reported this was the first time they saw someone write something up about it. Staff B said they had reported this before. Staff B was unsure how long the resident had the burning with urination, maybe a shift or day or so before that. Staff B said they have trouble reporting things and having some of the nurses follow-up on it. Staff B said they have never reported it to the Director of Nursing (DON) but knew another aide had many times to the DON.</p> <p>On 8/21/20 at 7:05 AM, Staff F, CNA, said they did not report the burning with urination as the other aides were reporting it for weeks. The nurses said to push fluids, but the resident was in tears when she went to the bathroom. Staff F said they weren't sure who reported it. Staff F said they don't feel like the nurses pay attention to the residents. Staff F said they don't think the nurses like when they report things.</p> <p>On 8/20/20 at 11:27 AM, Staff A, Licensed Practical Nurse (LPN), said that staff reported the resident was having problems with urination, so Staff A sent a fax to the Physician right away. Staff A said there is a possible barrier due to some nurses having issues with some of the aides.</p> <p>On 8/24/20 at 3:15 PM, Staff C, LPN, reported the resident had burning off and on. The burning was reported to the Physician. Staff C said they didn't learn</p>			
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	<p>of the burning until after the Physician gave orders.</p> <p>On 8/24/20 at 1:07 PM, Staff E, CNA, said the resident had trouble going to the bathroom. The resident had difficulty with their bowel movements as for a while; they were all watery, not formed, or normal. The nurses were aware of the burning with urination since the resident was admitted to the facility. The nurses were going to the cath the resident but didn't but not sure why.</p> <p>On 8/25/20 at 8:48 AM, Staff K, CNA, explained the resident had burning off and on a lot. Staff K said they always reported this to the nurse since the resident first came. The resident even went to the hospital once for something in their belly. Staff K stated they never had a problem with the nurses not listening. Often, the nurses say to push fluids for the resident as it was a reoccurring problem.</p> <p>On 8/25/20 at 9:41 AM, Staff H stated they told Staff C the resident had burning while peeing. Staff H was told to push fluids or cranberry juice. The resident started to cry and the nurse appeared not even to care. Staff C is the one nurse that if something is reported to, Staff C does nothing about it. Staff H doesn't know why Staff C isn't charting things when they are reported.</p> <p>On 8/25/20 at 2:36 PM Staff R, LPN, said the resident had problems with UTIs off and on multiple times. Staff R was unsure if the CNAs reported the concern with burning to anyone. If Staff R got a complaint, they would document it and then report it to the next shift</p>			
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	<p>coming on. Staff R said that sometimes things change from one shift to another.</p> <p>Follow-up interviews</p> <p>On 8/26/20 at 1:20 PM, the DON said if a resident was having burning with urination, the expectation was to do an assessment and push fluids using nursing judgment. If this did not help the resident, the nurse could collect urine as a Physician's order was not required to do a urine dipstick. If the interventions did not help, the nurse should notify the Physician either by calling or faxing them. If the resident had a history of being admitted to the hospital for UTI, then the nurses should even more, expect a UTI.</p> <p>Facility Response:</p>			
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