

Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: #9026		Date: 11/3/20		
Facility Name: Embassy Rehab And Care Center		Survey Dates: 9/22-10/26/20		
Facility Address/City/State/Zip 206 Port Neal Road Sergeant Bluff, IA 51054		SB		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
58.28(3)e AND 58.28(3)f	481—58.28(135C) Safety. The licensee of a nursing facility shall be responsible for the provision and maintenance of a safe environment for residents and personnel. (III) 58.28(3) Resident safety. e. Each resident shall receive adequate supervision to protect against hazards from self, others, or elements in the environment. (I, II, III) 481—58.28(3)f f. Residents shall be protected against physical or environmental hazards to themselves. (I, II, III) [ARC 1398C, IAB 4/2/14, effective 5/7/14]	I	\$2,500 (held in suspension)	Upon Receipt
DESCRIPTION: Based on observations, clinical record review, policy review, and staff interview the facility failed to adequately supervise residents in the dining room for 1 of 1 residents reviewed (Resident #26), resulted in a second degree burn. The resident received coffee in a cup without a lid and spilled coffee on her lap. Two staff who worked at the facility at the time of the burn revealed the resident was supposed to use a cup with lid at the time. The MDS identified the resident required				

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	<p>supervision of 1 staff with meals. The incident report identified no witnesses to the incident, indicating no supervision when the incident occurred. The facility reported a census of 42 residents.</p> <p>Findings include:</p> <p>Resident #26's Minimum Data Set (MDS) with a completion date of 8/17/20, listed diagnosis of Alzheimer's Dementia, Non Alzheimer's Dementia, Anxiety, and Hypertension. The MDS identified the resident with short term and long term memory impairment. The MDS coded the resident as requiring extensive assist of 2 staff for bed mobility, transfers, dressing, toileting, and personal hygiene. The MDS coded the resident as requiring limited assist of one staff for eating. The MDS identified the resident received a mechanically altered diet.</p> <p>Care Plan:</p> <p>Care plan focus area diagnosis of Alzheimer's and anxiety with initiation date of 11/29/17, identified the resident displayed signs of agitation, restlessness, pacing, repetitive questions, raised voice, refusing cares, and becoming combative with staff and other residents. Interventions included: Ativan (antianxiety) scheduled every</p>			

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	<p>day (10/9/19), went to Hope Harbor to monitor behaviors and medications (10/7/19), room moved to another hallway that was quiet as noise agitated me at times (8/8/19), encouraged to remain in the hallway of current room (11/10/19), encouraged to sit in recliner to look outside and watch television (8/8/19), encouraged to sit at nurses station, away from flow of traffic to maintain personal space (7/3/19), assess, identify, & resolve why agitated (11/29/17), remain calm and speak with low tone and slow rate (11/29/17), and allow adequate personal space (11/29/17).</p> <p>Care plan focus area Activities of daily living with initiation date of 11/30/17, identified the resident required extensive assist due to diagnosis progression.</p> <p>Care plan focus area diet/eating with initiation date of 11/30/17, identified the resident as independent with eating and on a general dysphagia advanced diet with ground meat and nectar thick liquids. Intervention included, staff to monitor for changes in ability to eat independently or safely (11/30/17).</p> <p>Hot Liquid Safety Review Assessment dated 8/11/20 with lock date of 8/12/20, identified the need for care plan interventions to protect the</p>			

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	<p>resident while consuming hot liquids due to vision impairment, cognition, mood, contractures, mobility, and musculoskeletal. This was the only Hot Liquid Safety Review in the residents' clinical record.</p> <p>Incident report dated 4/17/20 at 5:52 AM, revealed the resident was in the dining room and spilled coffee on her lap. Resident Description: resident unable to give description. Immediate Action Taken: area assessed and Tegaderm (transparent dressing) applied over fluid filled blister measuring 4.7 x 2.8. Injuries observed at time of incident: blister front of right thigh. Level of Pain, Level of Consciousness, and Mobility all left blank. Mental Status: orientated to person. Notes: No complaints of pain to the area. Injuries Report Post Incident: no injuries observed post incident. Predisposing Environmental Factors left blank. Predisposing Physiological Factors: confused, incontinent, and impaired memory. Predisposing Situation Factors left blank. Witnesses: No witnesses found. Agencies/People Notified: Fax sent to the physician 4/17/20 at 5:54 AM.</p> <p>Progress Notes: " 4/17/20 at 5:54 AM, the resident hollered to get out of her room and staff took her to the dining room. The resident asked for a cup of coffee and staff provided her with a cup of</p>			

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	<p>thickened coffee. The resident took sips of coffee and missed the table, and dropped the coffee on her lap resulting in a fluid filled blister measuring 4.7 x 2.8, which was covered with Tegaderm (transparent dressing).</p> <p>" 4/18/20 at 3:58 AM, no dressing noted to blister area, open and dry. No drainage noted. New Tegaderm applied. Blister area slightly red. No complaints of pain.</p> <p>" 4/18/20 at 7:47 PM, blister to upper anterior right thigh with Tegaderm intact. Blister had popped, area is red, non-tender and not warm to touch.</p> <p>" 4/24/20 at 4:36 AM, dressing to right thigh off and soiled with drainage. Noted purulent drainage to burn area. Area cleansed and left open to air. Blister open area measures 6 centimeters (cm) x 3.3 cm. Red area that measures 13.5 cm x 3.8 cm in length across the thigh. Resident denies pain, temperature 96.9 degrees Fahrenheit. Faxed the resident's primary care physician related to blister infection.</p> <p>" 4/24/20 at 9:51 AM, notified the resident's primary care provider regarding blister area right thigh has purulent drainage with skin around area red.</p> <p>" 4/24/20 at 11:36 AM, new orders for Carnation Instant breakfast daily (to increase protein) and Silvadene (topical antibiotic cream used to treat burns and reduce the change of</p>			

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	<p>infection) to right thigh blister 2 times a day for 5 days.</p> <p>" 4/26/20 3:38 AM, burn continues to right anterior thigh. Dressing dry and intact. Redness continues surrounding burn area. At 12:45 AM, the resident did request pain medication for back discomfort. Temperature 97.5 degrees Fahrenheit.</p> <p>" 4/27/20 at 6:01 AM, continued with burn to right anterior thigh. Dressing dry and intact. No complaints of leg pain. Redness much improved to thigh surrounding burn. No complaints of pain. Temperature 97.0 degrees Fahrenheit.</p> <p>" 4/28/20 4:31 PM, the resident's primary care provider to see resident and new orders received for treatment to right thigh burn. Silvadene 2 times a day and cover with gauze and tap for 14 days and then call with update</p> <p>" 4/29/20 at 1:40 AM, continued to have burn right anterior thigh. Dressing dry and intact. No complaints of leg pain. No calling out at this time. Temperature 96.9 degrees Fahrenheit. Resting quietly in bed.</p> <p>" 4/29/20 3:32 AM, another small blister to the residents' right anterior thigh, measuring 0.5 cm x 1.4 cm. Blister is slightly to the left of previous burn. Area covered with Tegaderm for protection. No redness noted. Fax sent to the resident's primary care provider.</p>			

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	<p>" 4/30/20 at 12:54 AM, the resident arouses easily. Respirations easy, no complaints of pain. Dressing to right thigh blister dry and intact, no redness noted.</p> <p>" 4/30/20 at 11:13 AM, new order received related to new blister found to right thigh. Treat area the same as the other wound and will see in one week.</p> <p>" 5/7/20 at 3:16 PM, the resident was seen by primary care provider on 5/6/20 and will fax any new orders.</p> <p>" 5/13/20 at 11:04 AM, notified the residents' primary care provider with an update on right thigh burn. The resident's primary care provider saw resident on round and assessed area.</p> <p>" 5/13/20 at 10:49 PM, discontinue Silvadene treatment and start new treatment per the resident's primary care provider.</p> <p>" 6/3/20 at 10:07 AM, treatment to right thigh burn cleanse with normal saline, cover slough with Santyl (cream applied to severe burns to help remove dead skin tissue), cover with gauze soaked in Dakin's solution (strong antiseptic used to kill bacteria) and cover with additional gauze and tape.</p> <p>" 6/4/20 at 10:02 AM, received new order to discontinue right thigh wound treatment and leave open to air</p>			

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	<p>" 6/10/20 at 12:39 PM, the resident's primary care provider to see resident, no new orders.</p> <p>Initial Weekly Wound Documentation dated 4/17/20 at 5:57 AM, right thigh blister measuring 4.7 cm x 2.8 cm, no drainage, no odor, wound edges intact. Tegaderm applied & notified PCP.</p> <p>Initial Weekly Wound Documentation dated 4/29/20 at 4:55 AM, right thigh blister measuring 0.5 cm x 1.4 cm, no drainage, no odor, pink wound edges, blister not open, fax sent to PCP</p> <p>Weekly Wound Forms:</p> <p>" 4/21/20 at 11:58 PM, right thigh blister measuring 4.2 cm x 2.6 cm, no drainage, no odor, wound edges intact & pink, improved, no pain associated with wound. Cover with tegaderm, blister had popped, skin surrounding slightly pink. Area cleansed and left open to air, notified PCP</p> <p>" 4/28/20 at 11:17 AM, right thigh blister measuring 5.5 cm x 1.5 cm, scant amount of serosanguinous (blood and clear yellow liquid) drainage, no odor, improved, no pain associated with wound. Silvadene to burn, blister no longer fluid filled. Area appears to be drying up, cream applied. Resident tolerates well and no complaints of pain or discomfort.</p>			

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	<p>" 5/5/20 at 10:27 AM, right thigh burn measuring 5.1 cm x 2.0 cm, scant amount serosanguinous drainage, no change, no pain associated with wound. Apply Silvadene cream to right thigh burn and cover with gauze.</p> <p>" 5/11/20 at 10:53 AM, right thigh blister measuring 3 cm x 1 cm, yes slough, no odor, pink edges, improved, no pain associated with wound. Silvadene cream to right thigh burn. Blister no longer fluid filled. Area appears to be drying up, cream applied. Resident tolerates well. No complaints of pain or discomfort. ARNP to send new orders for treatment.</p> <p>" 5/11/20 at 10:57 AM, right thigh blister measuring 0.5 cm x 1.3 cm, no drainage no odor, edges intact, no change, blister remains, and no pain associated with wound.</p> <p>" 5/19/20 at 6:42 AM, right thigh burn measuring 4 cm x 1.5 cm, scant amount serosanguinous drainage, no change, no pain associated with wound. Apply Silvadene and cover with gauze.</p> <p>" 5/26/20 at 3:36 PM, right thigh burn measuring 3 cm x 1.5 cm, scan amount serosanguinous drainage, no odor, edges intact, improved, no pain associated with wound. Cleanse with normal saline, cover slough with Santyl, cover with gauze soaked Dakin's solution and cover with gauze and tape</p>			

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	<p>" 6/10/20 at 11:34 AM, right thigh burn measuring 0 x 0, no drainage, no odor, edges intact and dry, area healed. ARNP at facility and assessed area, healed. Leave open to air.</p> <p>Physician Notes:</p> <p>" 4/17/20 fax sent notifying primary care provider (PCP) of initial burn to right thigh, no new orders</p> <p>" 4/24/20 at 10:41 AM, new order from Advanced Registered Nurse Practitioner (ARNP) for Silvadene Cream, two times a day for 5 days or until healed</p> <p>" 4/28/20 resident seen by ARNP, treatment order clarification Silvadene two times a day for 14 days and call with update in 14 days and labs ordered for in 2 weeks.</p> <p>" 4/29/20 fax sent notifying the resident's PCP of new blister to right thigh, same as treatment ordered</p> <p>" 5/13/20 at 3:39 PM, new order from ARNP to stop Silvadene and start twice daily cleanse with normal saline, cover slough with Santyl, cover with gauze soaked in Dakin's solution and cover with gauze and tape.</p> <p>" 5/26/20 the resident seen by ARNP for wound follow up. Burn to right upper thigh with healed blister above larger wound. Wound with less slough today, will continue current treatment for another week. Resident denies any pain. The</p>			

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	<p>resident is calm and cooperative during wound care. Second degree burn on upper right thigh approximately 2.5 cm x 1.5 cm with yellow slough. A small white blister in the middle of the burn. Small blister above larger wound is healed with scab. Some serous drainage.</p> <p>" 6/4/20 order received from ARNP to leave right thigh open to air and discontinue Santyl and Dakin's solution</p> <p>" 6/10/20 the resident seen by ARNP for wound follow up. Right thigh wound is healed, will leave open to air. Second degree burn on upper thigh is healed with scar tissue noted.</p> <p>Classifications of Burns:</p> <p>" First degree (superficial) burn - affect only the outer layer of skin, the epidermis. The burn site is red, painful, dry, and with no blisters. Mild sunburn is an example. Long term tissue damage is rare and often consists of an increase or decrease in the skin color.</p> <p>" Second degree (partial thickness) burn - involve the epidermis and part of the lower layer of skin, the dermis. The burn site looks red, blistered, and may be swollen and painful.</p> <p>" Third degree (full thickness) burn - destroy the epidermis and dermis. They may go into the innermost layer of skin, the subcutaneous tissue. The burn site may look white or blackened and charred.</p>			

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	<p>" Fourth degree burn - go through both layers of the skin and underlying tissue as well as deeper tissue, possibly involving muscle and bone. There is no feeling in the area since the nerve endings are destroyed.</p> <p>Observations on 9/28/20/20 at:</p> <p>" 12:45 PM, well-groomed resident was sitting in recliner, covered with blanket, feet elevated and CNA assisting with dinner. Liquids were in small Styrofoam cups with lids.</p> <p>" 1:06 PM, staff no longer present and the resident continues to sit in recliner with feet elevated, blanket on, and call light in reach</p> <p>" 4:21 PM, the resident was sitting in recliner, covered with blanket, feet elevated, and call light in reach. Tray table beside resident with a tall Styrofoam cup with lid and straw present</p> <p>Observations on 9/29/20 at:</p> <p>" 9:16 AM, well-groomed resident sitting in wheelchair with tray table in front of her. Feet dependent on pedals with green foam boots on bilaterally. Call light in reach.</p> <p>" 3:20 PM, the resident was sitting in wheelchair with green foam boots on bilateral lower extremities and pillow under left arm. Observed staff stand the resident in the EZ-stand lift and provide cares prior to returning to</p>			

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	<p>transferring the resident to the recliner. Waffle type cushion noted in wheelchair and moved to recliner with the resident. Feet elevated and green foam boots replaced to bilateral lower extremities and call light in reach.</p> <p>" 4:18 PM, resident sitting in recliner with feet elevated, call light in reach, and green foam boots on. The resident smiles and waves.</p> <p>Observations on 9/30/20 at 8:42 AM, well-groomed resident sitting in wheelchair beside the bed with green foam boots on bilaterally. Styrofoam breakfast container on tray table in front of the resident, 75% eaten. The resident was wiping her hands with a napkin and requesting a wet cloth.</p> <p>Observations on 10/1/20 at:</p> <p>" 8:50 AM, the well-groomed resident sitting in wheelchair beside bed. Tray table in front of resident with tall Styrofoam cup with lid and straw containing water and a small Styrofoam cup with lid containing coffee. Call light in reach.</p> <p>" 12:29 PM, Staff L Certified Medication Aide (CMA) delivered residents lunch in Styrofoam container and sat down to assist with eating.</p> <p>Observation on 10/15/20 at 8:38 AM, resident lying in bed on her right side facing into the room.</p>			

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	<p>Head of bed slightly elevated, eyes closed, mouth open, and oxygen on. Staff H Licensed Practical Nurse (LPN) stated the resident was unresponsive at this time.</p> <p>Coffee temperature in the carafe on 10/14/20 at 11:58 AM, 167.4 degrees Fahrenheit.</p> <p>Interview on 10/14/20 at 11:25 AM, Nurse Consultant/Interim Director of Nursing (DON) stated the resident received coffee in a regular coffee mug on 4/17/20 when the spill occurred. The Nurse Consultant stated she did not know if any staff supervised the resident at the time she spilled the coffee in her lap. The Nurse Consultant stated after the incident, the facility bought coffee cups with lids and all residents then only received coffee in cups with lids. The Nurse Consultant stated she did not know would got coffee for the resident on the morning of 4/17/20, (if it would have been nursing staff or dietary staff). Questioned the Nurse Consultant about the resident requiring supervision with eating and she stated dietary staff reports to work at 6:00 AM, and they would worked in the dining room setting tables at the time of the incident. The Nurse Consultant stated if no dietary staff worked in the area then nursing staff would have been with the resident. The Nurse Consultant stated she did not know of other incidents of residents burned with</p>				

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	<p>spilled coffee. The Nurse Consultant identified the resident as independent with drinking and normally drank coffee. The Nurse Consultant stated intervention put into place, to prevent further burns from occurring, all coffee served with a lid. The Nurse Consultant stated the facility should have notified the resident's responsible party of the resident burning her leg.</p> <p>Interview on 10/14/20 at 11:58 AM, Staff T Dietary Manager stated due to residents currently being served in their rooms, coffee is sent out in carafe and staff pours the coffee into a Styrofoam cup if the resident request coffee. The Dietary Manager stated he did not know if staff placed lids on the small Styrofoam cups of coffee when taken into residents room. The Dietary Manager stated when residents come to the dining room for meals, they are served coffee per request and no lids. The Dietary Manager stated the residents that require assist with meals are served coffee with a lid. The Dietary Manager stated Resident #26 was given a sippy cup for her coffee when she would come to the dining room.</p> <p>Interview on 10/14/20 at 2:02 PM, Staff U LPN (nurse when incident occurred) stated she did not remember if staff sat with the resident or if the resident sat by herself in the dining room when the coffee spill occurred on 4/17/20. The LPN</p>			

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	<p>stated she did not remember if dietary staff were in the dining room at the time, however, stated the dietary staff would not have assisted anyway. The LPN stated the nursing staff often have to cook breakfast for the residents because dietary staff did not show up for work at 6 AM. The LPN stated she would have initially cleansed the burn with normal saline, pat dry, and then apply the tegaderm. The LPN stated the resident was up frequently during the night and had her days and nights mixed around due to confusion. The LPN stated it was normal for Resident #26 to go out to the dining room and have coffee. The LPN stated due to the time of day, she believed staff would get the resident up for the day, and take her to the dining room for coffee. The LPN stated there were no concerns with the resident spilling her coffee because she drank thickened liquids and she would have gotten a handled cup with a lid. The Surveyor read the progress note entry to the LPN and she stated the Resident #26 did not have the two handled lidded cup because the lids don't come off easily.</p> <p>Interview on 10/15/20 at 8:53 AM, Staff V Dietary Aide stated she worked at the facility for a year and that Resident #26, received thickened liquids during the time she worked at the facility. The Dietary aide stated during Staff V's time at the</p>			

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	<p>facility, Resident #26 received coffee in a cup with a lid.</p> <p>Interview on 10/26/20 at 9:40 AM, the Nurse Consultant/Interim DON stated after Resident #26 sustained the burn to her right thigh, staff provided her coffee in a lidded cup. Questioned the Nurse Consultant that 2 staff members stated Resident #26, already used lidded cup for coffee prior to the burn to her right thigh. The Nurse consultant stated when she got to the facility the resident did not use lidded cups for her coffee and was unsure where staff had gotten that information from.</p> <p>FACILITY RESPONSE:</p>			

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If, within thirty (30) days of the receipt of the citation, you (1) do not request a formal hearing or; (2) withdraw your request for formal hearing, and (3) pay the penalty; the assessed penalty will be reduced by thirty-five percent (35%) pursuant to Iowa Code section 135C.43A (2013).

Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: #9026	Date: 11/3/20			
Facility Name: Embassy Rehab And Care Center	Survey Dates: 9/22-10/26/20			
Facility Address/City/State/Zip 206 Port Neal Road Sergeant Bluff, IA 51054				
SB				
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

Facility Administrator

Date

If, within thirty (30) days of the receipt of the citation, you (1) do not request a formal hearing or; (2) withdraw your request for formal hearing, and (3) pay the penalty; the assessed penalty will be reduced by thirty-five percent (35%) pursuant to Iowa Code section 135C.43A (2013).