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

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| **Citation Number:**<br>**#9031** | | | **Date:**<br>**November 18, 2020** |
| **Facility Name:**<br>**Bettendorf Health Care Center** | | **Survey Dates:**<br><br>**October 13 – November 3, 2020** | |
| **Facility Address/City/State/Zip:**<br><br>**2730 Crow Creek Road**<br>**Bettendorf, IA 52722** | | | |
| | **MW,VW,TAG** | | |

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| **58.19(2)j** | **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:<br>**58.19(2)** *Medication and treatment.*<br>*j.* 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)<br><br>**DESRIPCTION:**<br><br>Based on observation, record review, resident, staff, Wound Center staff and physician interviews, the facility failed to provide nursing care in accordance to professional standards of practice that included Care Plan development, implementation of and following physician orders for wound care and pressure sore reduction, bowel management regimen's, and resulted in a resident's treatment at a hospital Emergency Room (ER) and hospitalization for 1 of 9 resident records reviewed (Resident #4). The facility reported a census of 48 residents.<br><br>Findings include: | **Class I** | **$6,000 Held In Suspension** | **Upon Receipt** |



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| | The 8/17/20 MDS Assessment tool revealed Resident #4 admitted to the facility on 8/6/20, had diagnoses that included renal insufficiency, diabetes, thyroid disorder, atrial fibrillation (irregular heart beat) and dependence on renal dialysis, scored 14 out of 15 points on the BIMS cognitive assessment, without symptoms of delirium, and required extensive assistance of 1 staff to reposition in bed and personal hygiene, and 2 staff assistance for transfers to and from bed and chair, toileting, bathing, the resident unable to ambulate, 1 Stage 1 pressure sore (intact skin with non-blanchable redness of a localized area), 5 venous or arterial skin ulcers, and pressure reduction devices in use for the chair and bed. The Care Area Assessment (CAA) Summary of the MDS Assessment identified dehydration and fluid maintenance as a potential problem that required address on the resident's care plan.<br><br>An impaired skin integrity problem related to pressure injury initiated on the care plan on 8/10/20 directed staff to:<br>a. On 8/10/20 perform treatment to wound per treatment order.<br>b. On 8/10/20 follow pressure ulcer prevention guidelines to prevent additional skin problems.<br>c. On 8/10/20 apply pressure reduction cushion to wheel chair.<br>d. On 8/10/20 apply alternating pressure air mattress to bed, assure inflation control is correct. A revision on 10/13/20 stated the resident refused air mattress as ordered. | | | |



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| | The resident's Care Plan did not address actual or potential dehydration or fluid maintenance problems or interventions as required.<br><br>Wound assessments documented 8/11/20 on Weekly Wound Observation V2 forms, reflected measurements obtained at the resident's 8/6/20 Wound Clinic (WC) appointment:<br>a. Wound #49, stasis ulcer left lower leg, 1.3 centimeters (cm) by 2.5 cm by 0.1 cm<br>b. Wound #50, stasis ulcer right lateral lower leg, 9.5 cm by 2.0 cm by 0.1 cm<br>c. Wound #51, Stage 3 pressure sore left posterior heel, 1.5 cm by 1.0 cm by 0.1 cm<br>d. Wound #54, stasis ulcer right proximal anterior lower leg, 8.9 cm by 6.0 cm by 0.1 cm<br>e. Wound #55, Stage 3 pressure sore right posterior heel, 0.3 cm by 1.4 cm by 0.1 cm<br><br>The WC physician directed care of the resident's wounds at weekly appointments. Wound assessments at the 8/27/20 WC appointment revealed:<br>a. #49 0.6 cm by 1.2 cm by 0.1 cm<br>b. #50 1.5 cm by 1.2 cm by 0.1 cm<br>c. #51 1.4 cm by 1.7 cm by 0.1 cm<br>d. #54 4.3 cm by 0.5 cm by 0.1 cm<br>e. #55 0 cm by 0 cm by 0 cm. healed<br>f. #56 Newly identified pressure sore on the left lateral thigh, 3.7 cm by 2.2 cm by 0.7 cm<br><br>The 9/3/20 WC appointment wound assessments revealed 3 new pressure sores and the following assessments: | | | |



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| | a. #49 3.4 cm by 1.9 cm by 0.1 cm<br>b. #50 2.7 cm by 1.4 cm by 0.1 cm<br>c. #51 2.2 cm by 1.3 cm by 0.2 cm<br>d. #54 Healed<br>e. #56, Stage 3 pressure sore of the left lateral thigh, 3.4 cm by 1.8 cm by 1.9 cm with tunneling.<br>f. #57, Stage 1 pressure sore of the right medial buttocks, 0.4 cm by 0.4 cm by 0.1 cm<br>g. #58, Stage 3 pressure sore of the left medial buttocks, 3.7 cm by 3.0 cm by 0.1 cm<br>h. #59, deep tissue injury of the right lateral thigh with non-blanchable tissue.<br><br>Physician orders transcribed at the 9/3/20 WC appointment directed staff to evaluate the resident's wheel chair and room chair for size due to pressure sores on resident thighs, have resident assessed for Roho cushion (a pressure relief wheel chair cushion), resident to be out of wheel chair for pressure relief as much as possible.<br>Use wheel chair cushion and mattress overlay or specialty bed or pressure relief mattress.<br><br>Wound measurements at the 9/10/20 WC appointment revealed:<br>a. #49 0 cm by 0 cm by 0 cm healed<br>b. #50 1.2 cm by 0.6 cm by 0.1 cm<br>c. #51 1.6 cm by 1.6 cm by 0.2 cm<br>d. #55 0 cm by 0 cm by 0 cm<br>e. #56 3.3 cm by 1.6 cm by 1.6 cm, the wound tunneled<br>f. #57 4.7 cm by 2.1 cm by 0.1 cm<br>g. #58 5.0 cm by 4.0 cm by 0.1 cm | | | |



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| | h. #59 0 cm by 0 cm by 0 cm healed<br><br>Other wound care orders transcribed at the 9/10/20 WC appointment included:<br>a. #50 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply Polymems dressing, cover dressing with rolled gauze and secure with tape 3 times per week and as needed.<br>b. #51 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply Mepilex or similar dressing, cover dressing with rolled gauze and secure with tape 3 times per week and as needed.<br>c. #55 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply Mepilex or similar dressing, cover dressing with rolled gauze and secure with tape 3 times per week and as needed.<br>d. #56 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply hydrofera blue lightly packed into the wound, use until wound vac is able to be placed in wound. Cover wound with Optifoam or similar dressing, secure dressing in place. Arrange to start negative pressure wound therapy at 125 millimeters pressure, change dressing 3 times per week. Send a black foam dressing package and wound vac canister with the resident to every WC appointment.<br>e. #57 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply Allevyn or comparable sacral dressing, change every other day and as needed.<br>f. #58 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply Allevyn or | | | |



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| | comparable sacral dressing, change every other day and as needed.<br>g. Use wheel chair cushion and mattress overlay or specialty bed or pressure relief mattress.<br><br>WC orders transcribed at the 9/17/20 appointment directed staff:<br>a. Resident needs wider wheel chair, causing pressure sores to thighs.<br>b. Have resident assessed for Roho cushion.<br>c. Apply a barrier cream to right thigh.<br>d. Administer Cefdinir 300 mg oral every other day for 1 week.<br>e. Do not turn the wound vac off overnight as that can cause an infection, wound infection suspected due to odor of wound #56 and resident's report the wound vac was turned off.<br>f. Use wheel chair cushion and mattress overlay or specialty bed or pressure relief mattress.<br><br>9/24/20 WC physician orders directed staff:<br>a. Send a black foam dressing package and wound vac canister with the resident to every WC appointment. WC applied Hydrofera blue to wound #56 due to the facility did not provide the required wound vac supplies. Remove the Hydrofera blue and apply wound vac, place tube going across the resident's anterior thigh to prevent further pressure sores.<br>b. Resident needs wider wheel chair, still causing pressure sores to thighs.<br>c. Use wheel chair cushion and mattress overlay or specialty bed or pressure relief mattress. | | | |



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| | 10/1/20 WC physician orders directed staff:<br>a. #51 Apply alginate then Mepilex, cover with rolled gauze and secure with tape 3 times weekly and as needed.<br>b. #56 Send a black foam dressing package and wound vac canister with the resident to every WC appointment. WC applied Hydrofera blue to wound #56 due to the facility did not provide the required wound vac supplies. Remove the Hydrofera blue and apply wound vac, place tube going across the resident's anterior thigh to prevent further pressure sores.<br>c. Use wheel chair cushion and mattress overlay or specialty bed or pressure relief mattress.<br><br>The September, 2020 Treatment Administration Records (TAR's) revealed staff did not administer wound care as ordered to wounds #50, #54, #55, and #56 on 9/10/20, 9/12/20, 9/15/20, 9/17/20, 9/19/20, 9/22/20, 9/26/20, and 9/29/20, and treatments to wounds #57 and #58 not administered 9/15/20, 9/19/20, and 9/29/20.<br><br>The October, 2020 TAR's revealed staff did not administer wound care as ordered to wounds #50, #51, #54, #57 and #58 on 10/6/20, 10/8/20, 10/10/20 and 10/13/20.<br><br>Medication orders transcribed 8/6/20 included the following bowel medications:<br>a. Bisacodyl 10 milligrams (mg) administered rectal every 24 hours as needed for constipation. | | | |



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| | b. Docusate Sodium 100 mg administered oral daily.<br>c. Polyethylene Glycol 3350 powder 17 Grams administered oral daily.<br>d. Senna 8.6 mg administered oral every other day.<br><br>The resident's October elimination records, reviewed 10/20/20 revealed no documentation of a bowel movement between 10/1/20 and 10/12/20 on paper records, and no recorded bowel movement between 10/13/20 and 10/19/20 on electronic records initiated on 10/12/20.<br><br>The October, 2020 Medication Administration Record (MAR) revealed staff had not administered Bisacodyl.<br><br>A Hospital ER Progress Note dated 10/9/20 revealed the resident transferred to the ER from her dialysis appointment due to abdominal pain and the resident reported no bowel movements for 6 or 7 days, the physician removed a large fecal impaction.<br><br>A Progress Note transcribed by the Nurse Practitioner on 10/13/20 at 5:30 p.m. described a right lower extremity wound maggot infestation and purulent discharge with associated erythema, and the resident transferred to the ER for evaluation.<br><br>When interviewed on 10/27/20 at 9:58 a.m., the resident stated the length of time between her wound care/dressing changes seemed like it was longer than every other day and sometimes she had to ask staff to do her dressing changes or remind them. She knew there were maggots in 1 of her wounds but didn't know | | | |



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| | that happened, the facility put her in a wheel chair that wasn't wide enough, that caused pressure and how she got some of the pressure sores on her thighs, the facility got her a different wheel chair, it could still stand to be wider because if she's not seated just right it felt tight on her hips/upper legs.<br><br>Staff interviews revealed:<br><br>10/20/20 at 12:20 p.m., Staff B, Licensed Practical Nurse (LPN) stated staff were supposed to follow physician orders for dressing changes, if staff can't complete the dressing change it is passed on to the next shift, dressings should be dated and initialed. When she found dressings that hadn't been changed for several days she used to take a photo of it and took it to the former Director of Nursing (DON), but nothing happened. If staff hadn't changed the dressings for several days it should be reported to the physician.<br><br>10/22/20 at 3:53 p.m. Staff C, LPN stated if a resident's dressings aren't changed as ordered, would report it to the DON. When asked why the resident's dressings had not been changed between 10/3/20 and 10/13/20, Staff C stated the resident went to a doctor appointment on 10/8/20 so missed WC appointment, normally staff changed the dressings upon the return from dialysis but dialysis sent the resident to the ER on 10/9/20, and there was a fire at the facility on 10/10/20. Nurses were supposed to ask the certified nursing assistants (CNA's) about resident's bowel patterns daily. | | | |



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| | 10/20/20 at 4:53 p.m., Staff E, Registered Nurse (RN), stated normally the resident's dressings were changed at the WC during her weekly appointment there. The resident was scheduled for the WC on 10/13/20, a therapist saw a maggot on 1 of the resident's wounds and got the DON. The DON completed the dressing change for that wound, got orders to send the resident to the ER, so Staff E changed all the other dressings except for the wound vac, the dressings hadn't been changed since 10/3/20, the resident didn't usually refuse care but might request that staff complete it at a later time.<br><br>10/20/20 at 11:35 a.m., Staff F, RN, the facility Wound Nurse stated nurses should sign dressings they applied with date, time and initials that is standard protocol. If a nurse finds dressings that aren't changed as ordered they should report it to the physician and for certain the DON. If a WC physician wrote orders or made suggestions such as Roho cushion or mattress overlay, staff should read and understand that, address the orders with the DON and the resident's physician if equipment was required.<br><br>10/21/20 at 6:58 p.m., Staff K, RN stated staff should complete dressing changes and treatments as ordered, and should notify the DON if they found dressings that haven't been changed. Nurses are responsible for monitoring resident's bowel status, the certified nursing assistants (CNA's) document the resident's bowel movements, the records are accessible to the nurse and a place for it on the TAR. | | | |



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| | 10/22/20 at 4:10 p.m., Staff I, RN from the resident's WC stated she was present at the resident's 9/10/20 appointment, resident was in a wheel chair that was wider than her previous appointments, but the physician said it wasn't big enough, she had a wheel chair cushion but not the Roho cushion the physician had ordered, the resident had the wound vac on but the facility hadn't sent the required supplies for the dressing change. The resident was concerned that facility staff didn't change her dressings correctly, or as often as ordered, said she had to ask staff to change them and staff would leave her up in the wheel chair too long. The WC staff didn't feel the resident received appropriate care, she had more wounds and her other wounds were worse.<br><br>10/29/20 at 8:40 a.m., Staff J, WC Physician, stated he had several concerns about the resident's wound care at the facility, sometimes the dressings removed at the WC were not as they had ordered, the resident was in a wheel chair that was too small, it was easy to see where the sides of the wheel chair under the arm rests pushed on her thighs and exactly where she developed pressure sores on her bilateral thighs, this went on for weeks. The resident developed another pressure sore from the wound vac tubing that wasn't bridged on her anterior thigh as directed, the facility didn't send the required wound vac sponges and supplies with the resident to her WC appointments as ordered and standard protocol at least 3 times, and staff were leaving her up in the wheel chair and not off-loading her pressure areas, also directed in his orders.. The physician was not aware the resident | | | |



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| | refused the air mattress, and staff should have notified him of that condition.<br><br>During an interview on 10/20/20, at 11:28 a.m., Staff D, Interim DON, stated staff should follow physician orders, if they can't they should contact the physician for direction and new orders, it was not acceptable for staff not to complete treatments and that should be reported to the DON or administrator. Staff D reviewed the resident's September and October TAR, agreed treatments were missing, and she started audits of MAR's and TAR's a week ago. Staff D was not aware that the resident's treatments weren't done and not sure why staff hadn't reported it. During an interview on 10/20/20 at 2:48 p.m., Staff D stated the nurse is responsible for monitoring resident bowel function, they should check the ADL book (activities of daily living), and since 10/12/20 the information is documented in the electronic record. There were some standing orders for bowel protocols, and the nurse should call the physician for orders when needed. Staff D reviewed the resident's October bowel records and could not identify when the resident had a bowel movement in October, knew dialysis had sent the resident to the ER 10/9/20 because she needed an enema, and could not identify any action that she had taken as the interim DON to address the issue with the staff.<br><br>During an interview on 10/20/20 at 3:46 p.m., Staff D stated the resident refused an air mattress and provided a copy of the Care Plan where it was documented, remembered she told the nurse | | | |



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| | practitioner about it and she said to ensure the resident was on a pressure reduction mattress. She didn't know but didn't think the WC Physician was notified about it.<br><br>During the Exit Conference on 11/3/20, facility staff present that included the Administrator, Staff D; Interim DON, the Admissions Nurse and the Infection Control Nurse could not answer why nursing staff had not changed the resident's dressings for 10 days, but have since educated staff, implemented protocols and initiated audits for documentation and treatments are administered as ordered.<br><br>**FACILITY RESPONSE:** | | | |



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| **58.19(2)b** | **481—58.19(135C) Required nursing services for residents.** The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:<br>**58.19(2)** *Medication and treatment.*<br>*b.* Provision of the appropriate care and treatment of wounds, including pressure sores, to promote healing, prevent infection, and prevent new sores from developing; (I, II)<br><br>**DESCRIPTION:**<br><br>Based on observation, record review, resident, resident responsible party (RP), staff, Wound Center staff and physician interviews, the facility failed to prevent the development of new pressure sores and failed to prevent worsening of existing pressure sores for 1 of 3 residents with pressure sores records reviewed (Resident #4). The facility reported a census of 48 residents.<br><br>Findings include: | **Class I** | **$5,500 Held In Suspension** | **Upon Receipt** |



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| | The 8/17/20 MDS Assessment tool revealed Resident #4 had diagnoses that included renal insufficiency, diabetes, thyroid disorder, atrial fibrillation (irregular heart beat) and dependence on renal dialysis, scored 14 out of 15 points on the BIMS cognitive assessment, without symptoms of delirium, and required extensive assistance of 1 staff to reposition in bed and personal hygiene, and 2 staff assistance for transfers to and from bed and chair, toileting, bathing, the resident unable to ambulate, 1 Stage 1 pressure sore (intact skin with non-blanchable redness of a localized area), 5 venous or arterial skin ulcers, and pressure reduction devices in use for the chair and bed. The resident was admitted to the facility on 8/6/20, transferred there from another long-term care facility.<br><br>An impaired skin integrity problem related to pressure injury initiated on the Care Plan on 8/10/20 directed staff to:<br>a. On 8/10/20 perform treatment to wound per treatment order.<br>b. On 8/10/20 follow pressure ulcer prevention guidelines to prevent additional skin problems.<br>c. On 8/10/20 apply pressure reduction cushion to wheel chair.<br>d. On 8/10/20 apply alternating pressure air mattress to bed, assure inflation control is correct. A revision on 10/13/20 stated the resident refused air mattress as ordered.<br><br>Wound assessments documented 8/11/20 on Weekly Wound Observation V2 forms, reflected | | | |



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| | measurements obtained at the resident's 8/6/20 Wound Clinic (WC) appointment:<br>a. Wound #49, stasis ulcer left lower leg, 1.3 Centimeters (cm) by 2.5 cm by 0.1 cm<br>b. Wound #50, stasis ulcer right lateral lower leg, 9.5 cm by 2.0 cm by 0.1 cm<br>c. Wound #51, Stage 3 pressure sore left posterior heel, 1.5 cm by 1.0 cm by 0.1 cm<br>d. Wound #54, stasis ulcer right proximal anterior lower leg, 8.9 cm by 6.0 cm by 0.1 cm<br>e. Wound #55, Stage 3 pressure sore right posterior heel, 0.3 cm by 1.4 cm by 0.1 cm<br><br>The WC Physician directed care of the resident's wounds at weekly appointments. Wound assessments at the 8/27/20 WC appointment revealed:<br>a. #49 0.6 cm by 1.2 cm by 0.1 cm<br>b. #50 1.5 cm by 1.2 cm by 0.1 cm<br>c. #51 1.4 cm by 1.7 cm by 0.1 cm<br>d. #54 4.3 cm by 0.5 cm by 0.1 cm<br>e. #55 0 cm by 0 cm by 0 cm. healed<br>f. #56 Newly identified pressure sore on the left lateral thigh, 3.7 cm by 2.2 cm by 0.7 cm<br><br>The 9/3/20 WC appointment wound assessments revealed 3 new pressure sores and the following assessments:<br>a. #49 3.4 cm by 1.9 cm by 0.1 cm<br>b. #50 2.7 cm by 1.4 cm by 0.1 cm<br>c. #51 2.2 cm by 1.3 cm by 0.2 cm<br>d. #54 Healed<br>e. #56, Stage 3 pressure sore of the left lateral thigh, 3.4 cm by 1.8 cm by 1.9 cm with tunneling. | | | |



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| | f. #57, Stage 1 pressure sore of the right medial buttocks, 0.4 cm by 0.4 cm by 0.1 cm<br>g. #58, Stage 3 pressure sore of the left medial buttocks, 3.7 cm by 3.0 cm by 0.1 cm<br>h. #59, deep tissue injury of the right lateral thigh with non-blanchable tissue.<br><br>Physician Orders transcribed at the 9/3/20 WC appointment directed staff to evaluate the resident's wheel chair and room chair for size due to pressure sores on resident thighs, have resident assessed for Roho cushion (a pressure relief wheel chair cushion), resident to be out of wheel chair for pressure relief as much as possible.<br>Use wheel chair cushion and mattress overlay or specialty bed or pressure relief mattress.<br><br>Wound measurements at the 9/10/20 WC appointment revealed:<br>a. #49 0 cm by 0 cm by 0 cm healed<br>b. #50 1.2 cm by 0.6 cm by 0.1 cm<br>c. #51 1.6 cm by 1.6 cm by 0.2 cm<br>d. #55 0 cm by 0 cm by 0 cm<br>e. #56 3.3 cm by 1.6 cm by 1.6 cm, the wound tunneled<br>f. #57 4.7 cm by 2.1 cm by 0.1 cm<br>g. #58 5.0 cm by 4.0 cm by 0.1 cm<br>h. #59 0 cm by 0 cm by 0 cm healed<br><br>Other wound care orders transcribed at the 9/10/20 WC appointment included:<br>a. #50 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply | | | |



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| | Polymems dressing, cover dressing with rolled gauze and secure with tape 3 times per week and as needed.<br>b. #51 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply Mepilex or similar dressing, cover dressing with rolled gauze and secure with tape 3 times per week and as needed.<br>c. #55 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply Mepilex or similar dressing, cover dressing with rolled gauze and secure with tape 3 times per week and as needed.<br>d. #56 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply hydrofera blue lightly packed into the wound, use until wound vac is able to be placed in wound. Cover wound with Optifoam or similar dressing, secure dressing in place. Arrange to start negative pressure wound therapy at 125 millimeters pressure, change dressing 3 times per week. Send a black foam dressing package and wound vac canister with the resident to every WC appointment.<br>e. #57 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply Allevyn or comparable sacral dressing, change every other day and as needed.<br>f. #58 Cleanse wound and periwound with non-cytotoxic agent such as normal saline, apply Allevyn or comparable sacral dressing, change every other day and as needed.<br>g. Use wheel chair cushion and mattress overlay or specialty bed or pressure relief mattress.<br><br>The 9/17/20 WC Physician progress note described the following wound conditions: | | | |



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| | a. #50 - 2.5 cm by 0.5 cm by 0.1 cm, adipose exposed, moderate amount of sero-sanguineous drainage, wound pain level of 5/10 (0 to 10 pain scale with 10 identified as worst pain).<br>b. #51 - 1.5 cm by 1.0 cm by 0.2 cm, adipose exposed, moderate sero-sanguineous drainage, wound pain level 6/10.<br>c. #55 - 0 cm by 0 cm<br>d. #56 - 3.1 cm by 2.8 cm by 1.6 cm, adipose exposed, undermining present, moderate sero-sanguineous drainage, wound pain level 5/10.<br>e. #57 - 1.6 cm by 1.0 cm by 0.1 cm, adipose exposed, moderate sero-sanguineous drainage, wound pain level 6/10.<br>f. #58 - 4.8 cm by 4.0 cm by 0.1 cm, moderate amount sero-sanguineous drainage, wound pain level 7/10.<br><br>WC orders transcribed at the 9/17/20 appointment directed staff:<br>Resident needs wider wheel chair, causing pressure sores to thighs.<br>Have resident assessed for Roho cushion.<br>Apply a barrier cream to right thigh.<br>Administer Cefdinir 300 mg oral every other day for 1 week.<br>Do not turn the wound vac off overnight as that can cause an infection, wound infection suspected due to odor of wound #56 and resident's report the wound vac was turned off.<br>Use wheel chair cushion and mattress overlay or specialty bed or pressure relief mattress.<br><br>9/24/20 WC physician orders directed staff: | | | |



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| | a. Send a black foam dressing package and wound vac canister with the resident to every WC appointment. WC applied Hydrofera blue to wound #56 due to the facility did not provide the required wound vac supplies. Remove the Hydrofera blue and apply wound vac, place tube going across the resident's anterior thigh to prevent further pressure sores.<br>b. Resident needs wider wheel chair, still causing pressure sores to thighs.<br>c. Use wheel chair cushion and mattress overlay or specialty bed or pressure relief mattress.<br><br>The 10/1/20 WC wound assessments revealed:<br>a. #50 - 7.5 cm by 2.0 cm by 0.1 cm, moderate sero-sanguineous drainage<br>b. #51 - 1.0 cm by 1.2 cm by 0.2 cm, moderate sero-sanguineous drainage<br>c. #55 - 1.0 cm by 1.2 cm by 0.1 cm, scabbed over<br>d. #56 - 2.4 cm by 2.0 cm by 1.4 cm, tunneled, moderate sero-sanguineous drainage<br>e. #57 - 5.0 cm by 2.5 cm by 0.1 cm, moderate sero-sanguineous drainage<br>f. #58 - 1.0 cm by 1.5 cm by 0.1 cm, scant sero-sanguineous drainage<br><br>10/1/20 WC Physician orders directed staff:<br>a. #51 Apply alginate then Mepilex, cover with rolled gauze and secure with tape 3 times weekly and as needed.<br>b. #56 Send a black foam dressing package and wound vac canister with the resident to every WC | | | |



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| | appointment. WC applied Hydrofera blue to wound #56 due to the facility did not provide the required wound vac supplies.<br>c. Remove the Hydrofera blue and apply wound vac, place tube going across the resident's anterior thigh to prevent further pressure sores.<br>d. Use wheel chair cushion and mattress overlay or specialty bed or pressure relief mattress.<br><br>The September, 2020 Treatment Administration Records (TAR's) revealed staff did not administer wound care as ordered to wounds #50, #54, #55, and #56 on 9/10/20, 9/12/20, 9/15/20, 9/17/20, 9/19/20, 9/22/20, 9/26/20, and 9/29/20, and treatments to wounds #57 and #58 not administered 9/15/20, 9/19/20, and 9/29/20.<br><br>The October, 2020 TAR's revealed staff did not administer wound care as ordered to wounds #50, #51, #54, #57 and #58 on 10/6/20, 10/8/20, 10/10/20 and 10/13/20.<br><br>A Progress Note transcribed by the Nurse Practitioner on 10/13/20 at 5:30 p.m. described a right lower extremity wound maggot infestation, purulent discharge with associated erythema, and the resident transferred to the ER in her wheel chair via facility van for evaluation.<br><br>The 10/13/20 ER Progress Note described the resident treated for presence of maggots in a right lower extremity wound and hospitalized for treatment of cellulitis. | | | |



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| | A 10/21/20 Hospital Progress Note described the resident treated for purulent cellulitis, wound cultures grew Klebsiella pneumonia, Methicillin Resistant Staphylococcus Aureus (MRSA) Providencia that required antibiotic treatment with Ceftriaxone, Doxycycline, Ceftriaxone and Vancomycin, Infectious Disease specialist consulted and recommended deescalating to Omnicef and Linezolid antibiotics, initiated on 10/19/20.<br><br>The last wound culture collected 8/28/20 at the WC revealed heavy growth Enterococcus faecalis (probably skin flora), heavy growth Peptostreptococcus, and heavy growth Prevotella species.<br><br>When interviewed on 10/27/20 at 9:58 a.m., the resident stated the length of time between her wound care/dressing changes seemed like it was longer than every other day and sometimes she had to ask staff to do her dressing changes or remind them. She knew there were maggots in 1 of her wounds but didn't know that happened, the facility put her in a wheel chair that wasn't wide enough, that caused pressure and how she got some of the pressure sores on her thighs, the facility got her a different wheel chair, it could still stand to be wider because if she's not seated just right it felt tight on her hips/upper legs.<br><br>Observation in the resident's room on 10/19/20 at 1:28 p.m. revealed a gray and navy blue mattress on the | | | |



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| | resident's bed, a tag on the mattress read "Medacure" Model PX8036, Prototype ID PX8000.<br><br>Observation with Staff D, the Interim Director of Nursing (DON) on 10/20/20 at 4:59 p.m. in the resident's room revealed the resident's cam boot on the floor, next to a black wheel chair cushion approximately 2 to 3 inches thick also on the floor. Staff D unzipped the cushion cover that revealed a Roho type of rubber seat inside the cover, without name on the cover.<br><br>Hospital staff confirmed the resident arrived via wheel chair on 10/13/20, a black wheel chair seat foam cushion approximately 1 inch thick in the wheel chair.<br><br>The resident's RP, interviewed 10/20/20 at 7:33 p.m. confirmed the resident had a wheel chair that was located at her home, she hadn't brought it to the facility.<br><br>Staff interviews revealed:<br><br>10/20/20 at 12:20 p.m., Staff B, Licensed Practical Nurse (LPN) stated staff were supposed to follow physician orders for dressing changes, if staff can't complete the dressing change it is passed on to the next shift, dressings should be dated and initialed. When she found dressings that hadn't been changed for several days she used to take a photo of it and took it to the former DON, but nothing happened. If staff hadn't changed the dressings for several days it should be reported to the physician. | | | |



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| | 10/22/20 at 3:53 p.m. Staff C, LPN stated if a resident's dressings aren't changed as ordered, would report it to the DON. When asked why the resident's dressings had not been changed between 10/3/20 and 10/13/20, Staff C stated the resident went to a doctor appointment on 10/8/20 so missed WC appointment, normally staff changed the dressings upon the return from dialysis but dialysis sent the resident to the ER on 10/9/20, and there was a fire at the facility on 10/10/20.<br><br>10/20/20 at 4:53 p.m., Staff E, Registered Nurse (RN), stated normally the facility did not provide wound care on days the resident was scheduled at the WC, the resident was scheduled for her weekly appointment on 10/13/20. A facility therapist saw a maggot on 1 of the resident's wounds on 10/13/20 and got the DON. The DON completed the dressing change for that wound, got orders to send the resident to the ER, so Staff E changed all the other dressings except for the wound vac, the dressings hadn't been changed since 10/3/20, the resident didn't usually refuse care but might request that staff complete it at a later time.<br><br>10/20/20 at 11:35 a.m., Staff F, RN, the facility wound nurse stated nurses should sign dressings they applied with date, time and initials that is standard protocol. If a nurse found dressings that weren't changed as ordered they should report it to the physician and for certain the DON. If a WC physician wrote orders or made suggestions such as Roho cushion or mattress overlay, staff should read and understand that, | | | |



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| | address the orders with the DON and the resident's physician if equipment was required.<br><br>10/21/20 at 6:58 p.m., Staff K, RN stated staff should complete dressing changes and treatments as ordered, and should notify the DON if they found dressings that haven't been changed.<br><br>10/22/20 at 4:10 p.m., Staff I, RN from the resident's WC stated she was present at the resident's 9/10/20 appointment, resident was in a wheel chair that was wider than her previous appointments, but the physician said it wasn't big enough, she had a wheel chair cushion but not the Roho cushion the physician had ordered, the resident had the wound vac on but the facility hadn't sent the required supplies for the dressing change. The resident was concerned that facility staff didn't change her dressings correctly, or as often as ordered, said she had to ask staff to change them and staff would leave her up in the wheel chair too long. The WC staff didn't feel the resident received appropriate care, she had more wounds and her other wounds were worse.<br><br>10/29/20 at 8:40 a.m., Staff J, WC Physician, stated he had several concerns about the resident's wound care at the facility, sometimes the dressings removed at the WC were not as they had ordered, the resident was in a wheel chair that was too small, it was easy to see where the sides of the wheel chair under the arm rests pushed on her thighs and exactly where she developed pressure sores on her bilateral thighs, this went on for weeks. The resident developed another | | | |



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| | pressure sore from the wound vac tubing that wasn't bridged on her anterior thigh as directed, the facility didn't send the required wound vac sponges and supplies with the resident to her WC appointments as ordered and standard protocol at least 3 times, and staff were leaving her up in the wheel chair and not off-loading her pressure areas, also directed in his orders.. The physician was not aware the resident refused the air mattress, and staff should have notified him of that condition.<br><br>10/21/20 at 1:54 p.m., Staff N, Administrator at another facility that transferred the resident to the current facility on 8/6/20 stated the resident was discharged from their facility without durable medical equipment (DME) requirements, and her facility had not purchased a wheel chair or wheel chair seat cushion for the resident.<br><br>During an interview on 10/20/20 at 4:59 p.m., Staff D stated a therapist came and got her on 10/13/20, saw a maggot that fell off the resident's lower leg and came to her. Staff D went to the room with staff M, LPN, ADON and the Nurse Practitioner. Staff D stated there were at least 20 maggots in a wound on the resident's right lateral lower leg, she flushed the wound, the nurse practitioner dressed the wound and ordered the resident's transfer to the ER.<br><br>10/21/20 at 9:07 a.m. Staff H, Physical Therapy Assistant (PTA) stated on 10/13/20 when she raised the right lower leg a maggot fell out from the dressing, | | | |



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| **Rule or Code Section** | **Nature of Violation** | **Class** | **Fine Amount** | **Correction date** |
| | the dressing was loose on the bottom, she lowered the resident's leg and reported it to Staff D immediately.<br><br>During an interview on 10/20/20 at 3:46 p.m., Staff D stated the resident refused an air mattress and provided a copy of the care plan where it was documented, remembered she told the nurse practitioner about it and she said to ensure the resident was on a pressure reduction mattress. She didn't know but didn't think the WC Physician was notified about it.<br><br>During an interview on 10/20/20, at 11:28 a.m., Staff D, interim DON, stated staff should follow Physician Orders, if they can't they should contact the physician for direction and new orders, it was not acceptable for staff not to complete treatments and that should be reported to the DON or administrator. Staff D reviewed the resident's September and October TAR, agreed treatments were missing, and she started audits of MAR's and TAR's a week ago. Staff D was not aware that the resident's treatments weren't done and not sure why staff hadn't reported it.<br><br>During the Exit Conference on 11/3/20, facility staff present that included the Administrator, Staff D; Interim DON, the Admissions Nurse and the Infection Control Nurse could not answer why nursing staff had not changed the resident's dressings for 10 days, but have since educated staff, implemented protocols and initiated audits for documentation and treatments are administered as ordered. | | | |



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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).**

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

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|---|---|---|---|---|
| **Citation Number:** **#9031** | | | | **Date:** **November 18, 2020** |
| **Facility Name:** **Bettendorf Health Care Center** | | | **Survey Dates:** **October 13 – November 3, 2020** | |
| **Facility Address/City/State/Zip:** **2730 Crow Creek Road Bettendorf, IA 52722** | | **MW,VW,TAG** | | |
| **Rule or Code Section** | **Nature of Violation** | | **Class** | **Fine Amount** | **Correction date** |
| | **FACILITY RESPONSE:** | | | | |



_____ _____

Facility Administrator Date

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