Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **#9042**			**Date:** **12/29/20**
Facility Name: **Westwood Specialty Care**		**Survey Dates:** **12/3-14/20**	
Facility Address/City/State/Zip **4201 Fieldcrest Drive** **Sioux City, IA 51104**	**SB**		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
58.19(2)b	**481—58.19(135C) Required nursing services for residents**. The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules: **58.19(2)** *Medication and treatment.* **b**. Provision of the appropriate care and treatment of wounds, including pressure sores, to promote healing, prevent infection, and prevent new sores from developing; (I, II) **DESCRIPTION:** Based on record review, staff, POA (power of attorney), physician and physician nurse interviews, the facility failed to provide care, consistent with professional standards of practice to prevent pressure ulcers and once pressure ulcers developed the facility failed to ensure the resident received the necessary treatment and services, consistent with professional standards of practice, to promote healing and prevent infection for 1 of 6 residents reviewed. (Resident #1). The facility reported a census of 71 residents.	**I**	**$8,000**	**Upon Receipt**

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	Findings Include: A Minimum Data Set (MDS) with Assessment Reference Date (ARD) of 11/25/20 for Resident #1 assessed the resident with a score "5" on the Brief Interview of Mental Status test indicating severe cognitive impairment. The resident had diagnoses that included: diabetes, hypertension, difficulty swallowing and cognitive communication disorder. The MDS identified the resident with 1 Stage II pressure ulcer. Definition of Stage 2 Pressure Ulcer: Partial-thickness skin loss with exposed dermis Partial-thickness loss of skin with exposed dermis, presenting as a shallow open ulcer. The wound bed is viable, pink or red, moist, and may also present as an intact or open/ruptured blister. Adipose (fat) is not visible and deeper tissues are not visible. Granulation tissue, slough and eschar are not present. This stage should not be used to describe moisture associated skin damage including incontinence associated dermatitis, intertriginous dermatitis (inflammation of skin folds), medical adhesive related skin injury, or traumatic wounds (skin tears, burns, abrasions). A Weekly Pressure QA Meeting dated 12/3/20 revealed the resident had a lower left extremity unstageable pressure sore measuring 5.8			

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	centimeters x 3.4 (cm.) with black eschar and foul smell. The resident went to physician and from the appointment was a direct admit for intravenous (IV) antibiotics. The previous physician visit date was 9/16/20. A Pressure Injury Evaluation dated 10/26/20 completed by Staff A Licensed Practical Nurse (LPN) showed a pressure ulcer located on the left heel measuring 4.8 cm. X 2.7 cm. X 0.1 cm. Stage II, with no drainage, no tunneling, with pink/red granulation bed, normal surrounding skin, and no odor and marked as a new area. The facility notified the physician, the POA (power of attorney) and dietary. The facility made no care plan changes and the resident did not have pain related to the pressure sore. A fax communication dated 10/26/20 revealed the facility informed the physician of a blister on the left heel measuring 4.8 cm. X 2.7 cm. X 0.1 cm., no longer fluid filled and wound bed red. The facility asked for an order to cleanse area with wound cleaner, pat dry, paint the area with Betadine, cover with 4x4 gauze and wrap with kling, change twice a day and as needed until healed. The physician indicated yes to the order. A Pressure Injury Evaluation dated 11/2/20 completed by Staff B Registered Nurse (RN)			

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	showed a pressure ulcer present on the left heel measuring 4.2 cm. x 2.8 cm. x 0.1 cm. Stage II with small amount of serosanguineous drainage, no tunneling, hard black eschar of the wound bed and inflamed surrounding skin, no odor, progress marked as improved, continue treatment, no notification to physician or family. A Pressure Injury Evaluation dated 11/9/20 completed by Staff B RN showed a pressure ulcer present on the left heel measuring 4.2 cm. x 2.7 cm. x 0 cm. unstageable, small amount of serosanguineous drainage, hard black eschar to wound bed, normal surrounding skin, no odor, no change in condition, continue treatment, no notification to physician or family of previous changes in wound. A phone order dated 11/10/20 revealed Staff B RN asked the physician for a different treatment. New treatment ordered of clean left heel with wound cleanser, pat dry, apply absorbent dressing every day shift on Mondays. The Betadine was discontinued. On 12/8/20 at 12:45 am Staff B RN stated she had a conversation with the DON (Director of Nursing) about the changes in the pressure ulcer, but thought the wound was improving. The DON and Staff B agreed that a new dressing was			

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	appropriate and the request was made to the physician office on 11/10/20, but Staff B did not notify the physician of the red/ inflamed surrounding skin or hard black eschar. A Pressure Injury Evaluation dated 11/16/20 completed by Staff B RN showed a pressure ulcer on the left heel measuring 6 cm x 2 cm x 0 unstageable with moderate serosanguineous drainage, loose yellow /tan slough of wound bed, red/inflamed surrounding skin, no odor, marked as improved, to continue treatment with no notification to the physician or family about the changes in the wound. A Pressure Injury Evaluation dated 11/23/20 completed by Staff C LPN showed a pressure ulcer on the left heel measuring 5.5 cm. x 3.2 cm. x 0 unstageable with small amount of purulent yellow/tan drainage, loose yellow/tan slough of wound bed, red/inflamed surrounding skin, slight odor, odor after irrigation, continue treatment, and no notification to the physician or family about the changes in the wound. On 12/8/20 at 1:10 pm Staff C LPN stated she had a conversation with Staff B RN on 11/23/20 about the changes in the wound and Staff B RN directed Staff C to continue the current treatment. The facility did not inform the physician or the			

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	family about the changes in the wound. A Pressure Injury Evaluation dated 11/30/20 completed by Staff B RN showed a pressure ulcer to the left heel measuring 5.8 cm. x 3.4 cm. x unknown unstageable, small amount of serosanguineous drainage, soft black eschar to wound bed, normal surrounding tissue, slight odor, and odor after irrigation, condition deteriorated and physician contacted on 11/30/20. On 12/8/20 at 12:45 pm Staff B RN stated she did not contact the physician or family about the pressure ulcer until 11/30/20 when she had the charge nurse on duty call the physician's office and request an antibiotic for the left heel. Nurse Notes dated 11/30/20 at 2:00 pm showed Staff D LPN called the physician's office to request the antibiotic for the left heel. On 12/7/20 at 10:12 am the Resident Power of Attorney (POA) stated she received notification in October 20202 of a small blister located on the left heel. Approximately 2 weeks later the POA received notification of the blister getting worse and measuring approximately 2 cm x 3 cm.. The POA stated she was notified the physician requested to see the resident at an appointment			

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	prior to starting antibiotics for the pressure ulcer on the left heel. The resident's POA met the resident at the physician appointment on 12/1/20. The POA stated she was stunned at the sight of the wound and could not believe this was just a blister. On 12/8/20 at 1:20 pm the interview with the physician's nurse at MercyOne Specialty Clinic that cared for the resident during the appointment on 12/1/20 revealed the resident came to the office as requested by the physician due to the facility requesting an antibiotic for the wound on the residents left heel. The nurse stated when she went to the lobby to get the Resident, she could smell a foul odor coming from the resident. The nurse stated when the foot was uncovered and the dressing removed the area appeared large and black, and had a foul smell. The nurse stated the foot looked like it had gangrene. The nurse stated she reviewed all communications and faxes received from the facility and the only time their office was notified about the wound was on 10/26/20 when a new blister was reported and Betadine treatment was requested. The next communication was on 11/10/20 when the facility requested an absorbent dressing to replace the Betadine. The Facility gave no update on the wound condition. The nurse stated the resident had a telehealth appointment on 11/17/20 and			

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	there was no mention of any skin issues. The nurse identified another telehealth appointment on 11/24/20 and she was the nurse who took the nurse to nurse report from the facility as to what issues needed to be addressed during the visit and it was stated that the facility was doing weekly dressing changes to the heel and discussed the moisture area on the buttock requiring zinc. The facility reported that they were continuing with the dressing changes to the heel (that was all that was said about the heel) There was no mention to the physician about the pressure sore change in condition during this telehealth visit, and the pressure sore was not shown to the physician at this time. The nurse stated on 11/30/20 the facility contacted the office asking for an antibiotic for the heel wound and the physician requested a visit due to not understanding why the facility wanted an antibiotic for a blister. The physician was still under the understanding the heel are was a blistered area due to no communication regarding the appearance of the area since 10/26/20 Review of the Physician notes for the Telehealth visit on 11/17/20 lacked any documentation of skin issues. Notes from the visit identified the integumentary system review as negative for rash or skin lesions.			

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	Review of the Physician office visit notes for 12/1/20 revealed the reason for the office visit as wound. Documentation identified the wound was aggravated by local pressure. The wound measured 4 cm. by 8 cm. with black base to ulcer. Additional information: gangrenous pressure ulcer to left heel. The assessment/plan was: heel ulceration, left, with unspecified severity. Refer to wound center for further care today. Review of the wound center consultation report dated 12/1/20 at 5:23 pm revealed the resident had hip surgery in September and following that, the pressure ulcer of the left heel developed. The resident presented with a left heel ulcer consisting of eschar measuring 4.2 cm. by 6.2 cm. by 0.2 cm. surrounded by 5 to 10 cm. of redness without obvious purulent drainage. There was however a foul odor from the heel. The resident began experiencing pain from the pressure ulcer about 3 weeks ago. The wound center obtained a culture of the wound. The wound center identified the resident with an acutely infected left heel ulcer. It is malodorous with surrounding cellulitis. The ulcer did not require debridement at that time. The recommendation of hospital admission for treatment of the infected left heel was made. The resident will be admitted to the hospital and the			

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	expectation is the resident would receive IV antibiotics. Local wound care will consist of pressure relief and the use of Dakins soaked gauze dressings to suppress superficial bacteria and generally keep the heel dry. The resident will also be evaluated for peripheral vascular disease (PVD). Review of progress notes dated 12/2/20 at 11:35 revealed the Resident admitted to the hospital and started on intravenous antibiotics (IV). The preliminary culture report showed streptococcus and gram negative bacillus cultured from the heel. The gram stain showed gram positive cocci. The resident received antibiotics Vancomycin and meropenem. The physician thought the resident likely had PVD. While hospitalized the resident used a PRAFO boot to keep the heel off the bed. Progress notes also revealed if the resident had adequate blood supply, the ulcer should heal although would likely take months. On 12/9/20 at 2:55 pm the Physician at MercyOne Specialty Clinic stated that it is hard to know if a wound treatment is effective without seeing the wound. The Physician stated that if he would have been notified of changes so he could evaluate or even if the facility sent pictures or showed the heel during a telehealth appointment, then treatment would have been started sooner			

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	and a hospital stay and IV antibiotics could have been prevented. On 12/8/20 at 2:05 the DON stated she expected the physician and the family to be notified of all changes. Review of the Pressure Ulcer Skin Assessment protocol dated January 2015 revealed Nursing is expected to notify the physician, notify the family member or responsible party and include that information in the nurse's notes. On 12/8/20 at 2:05 pm the DON stated the expectation is for nursing staff to notify the physician and the resident's family of all changes in health status. A hospital history and physical dated 12/1/20 identified the resident with left heel ulcer with eschar, cellulitis mild to left leg, red warm to midshin, minimal. She complained of her left heel hurting. Hospital progress notes dated 12/6/20 revealed the resident was found to have severe PAD (peripheral artery disease) pending further peripheral angiogram with vascular on Monday. Hospital Progress notes stated 12/7/20 revealed			

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	the heel looked better with respect to the cellulitis resolving. The resident's white count was now normal. The resident will undergo a vascular procedure today that will hopefully improve blood supply to the heel. Hospital progress notes dated 12/8/20 revealed the resident underwent an angiogram yesterday with left peroneal angioplasty and removal of a clot from the left leg. The physician documented the resident's heel achieved most of what was wanted at this time. The cellulitis and infection of the foot and lower leg resolved. The black ulcer of the heel remains but with improved blood supply it will give it a chance to heal if the heel can keep pressure off of it. The most important part of the resident's care is to keep pressure off of the heel. The resident remained hospitalized during the investigation. Care Plan: The resident's care plan initiated 9/23/20 and revised 10/28/20 revealed the resident had pressure ulcers. The care plan directive dated 9/23/20 directed staff to monitor for changes in skin status that may indicate worsening of pressure ulcers and notify the physician. The care plan directive dated 10/28/20 directed staff to use			

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	proper fitting shoes, elevate bilateral lower extremities (BLE) due to edema and apply heel boots to BLE when in bed and recliner. The care plan did not direct staff to free float heels to keep them pressure free. The care plan did not address pressure reduction for the bed or repositioning for the resident when in bed. **FACILITY RESPONSE:**			

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