

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

Citation Number: 6957					Date: April 23, 2019
Facility Name: Countryside Health Care Center		Survey Dates: March 26 to April 12, 2019			
Facility Address/City/State/Zip: 6120 Morningside Avenue Sioux City, IA 51106					
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date	

58.19(2)j	<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>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> <p>DESCRIPTION:</p> <p>Based on clinical record review and staff interviews, the facility failed to ensure Resident #243 received an appropriate food texture. Resident #243 had a history of eating so rapidly that she placed whole servings of food in her mouth. The care plan directed staff to provide a mechanical soft (ground meat) diet to prevent choking, to sit at an assisted table to have staff more immediately involved and aware of her dining need for timely cueing and assistance as needed. Resident #243 received a whole sausage on a bun on 3/22/19, choked and went into cardiac arrest, which resulted in an immediate jeopardy to resident health and safety. In addition, based on clinical record review, observation, and staff interview, the facility failed to complete comprehensive assessments of a burn, failed to complete treatments as ordered by the physician and failed to assess for the safety of drinking hot beverages for one of one residents reviewed for</p>	I	\$ 8250.00 (Held in Suspension)	Upon Receipt
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Facility Administrator

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	<p>skin conditions (Resident #38). The sample consisted of 17 total residents and the facility identified a census of 37 residents.</p> <p>Findings include:</p> <ol style="list-style-type: none"> The Medical Diagnosis list for Resident #243 documented diagnoses that included bipolar disorder, dementia in other diseases and dysphagia in the oropharyngeal phase (characterized by difficulty initiating a swallow and may be accompanied by nasopharyngeal regurgitation, aspiration, and a sensation of residual food remaining in the pharynx). <p>The Minimum Data Set (MDS) assessment dated 2/26/19 for Resident #243 documented a Brief Interview of Mental Status (BIMS) score of 14 which indicated intact memory and cognition. The resident required the assistance of one with eating and received a mechanically altered diet which required a change in texture of food or liquids.</p> <p>The care plan problem initiated 8/17/17 documented Resident #243 had a habit of eating so rapidly that she places whole servings in her mouth at times. The care plan directed staff to serve her a mechanical soft diet to prevent choking, seat the resident at an assisted table to have staff more immediately involved and aware of her dining needs for timely cueing and assistance and she would be encouraged by staff to take reasonable-sized bites with the goal for resident to not choke on foods.</p>			
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	<p>The Speech Therapy (ST) Plan of Care dated 3/27/18 documented the resident with an impulsive rate of intake, which affected her safety during oral intake. The resident had severe confusion and required moderate cues for safety during most tasks. The ST Patient Discharge Instructions dated 4/6/18 documented the resident would remain in the long term care facility and sit at a table with constant supervision during the meal.</p> <p>The Progress Notes entry completed by the Director of Nursing (DON) on 3/22/19 at 7:15 PM documented while she assisted staff with evening meal service, she heard the charge nurse yelling for her to help her. She saw the charge nurse remove Resident #243 from the dining room by wheelchair and the charge nurse told her the resident was choking. The resident's face showed central cyanosis (a bluish discoloration of the skin due to lack of oxygen in the bloodstream). The DON performed the Heimlich maneuver unsuccessfully, removed large chunks of smoked sausage from the resident's mouth with a finger sweep and suctioned out additional chunks but could not establish an open airway. The resident became nonresponsive, staff assisted her to the floor and performed abdominal compressions/thrusts in order to dislodge the obstruction. The DON could no longer palpate (feel) a carotid (neck) pulse on the resident. Emergency responders placed a heart monitor on the resident which showed a flat line and rescue measures were terminated.</p>			
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	<p>During interview on 3/27/19 at 5:10 PM the DON stated she received a complaint from a family member about slow evening meal service in the afternoon of 3/22/19. Before she left for the day she decided to observe evening meal service. She stated meal service had not yet started and was about 15 minutes after it should have started, so she entered the kitchen and told Staff C, Cook, she would assist with passing resident meals and instructed Staff E, certified nursing assistant (CNA) to go to an assisted resident table. She stated Staff C handed her a plate which contained a whole smoked sausage on a bun, identified it was for Resident #243, who sat at a table of residents who required cueing and supervision, and then handed her a plate with a riblet patty on a bun and identified it was for another resident at the same table. The DON stated she delivered the plates to the 2 residents. She stated another staff member sat at a table for residents who require physical assistance to eat, which was next to the table where Resident #243 sat. Staff E, CNA, stood directly behind the resident when she served the plate. Later in the interview, she stated there was not another CNA at this table, but the family member of another resident instead. The DON returned to the kitchen to get more plates and when she re-entered the dining room she saw Staff B, licensed practical nurse (LPN) pushing Resident #243 out of the dining room in her wheelchair. Staff B called for her to help and stated the resident was choking. Staff E was no longer in the dining room. She stated she looked at the resident and saw she was cyanotic and had</p>			
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	<p>'scared deer in the headlight look' but the resident tracked her with her eyes. The resident had 'huge' chunks of meat in her mouth; she removed most of them and performed the Heimlich maneuver at least 3 times while the resident remained seated in the wheelchair. The resident lost consciousness and staff assisted her to the floor and she started chest compressions in order to dislodge the obstruction. She also suctioned Resident #243 but only got out a few tiny chunks. When EMS personnel arrived they also tried compressions but were unsuccessful. EMS personnel placed a heart monitor on the resident which showed she had no pulse so rescue attempts were terminated. The DON stated she had been employed for a month at the time of the incident and was not familiar with resident diet orders or individual care plan directives for nutrition. There were no cards or slips in the kitchen which could be used to check the resident's diet prior to service. Since she saw Staff E standing behind Resident #243's chair when she delivered the plate she thought she would be supervising the residents at this table.</p> <p>During interview on 3/28/19 at 1:05 PM, a resident's family member who sits at Resident #243's table 2 meals a day to assist her spouse, stated she sat directly across from Resident #243. She stated no staff member was present at the table and Staff E sat at the other table with his back toward them. She stated she looked over and saw Resident #243 was shaking, had her head back and had a 'funny' color to her face. She asked the resident if she was okay and</p>			
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	<p>she shook her head no. She immediately told Staff E to check on the resident and he summoned the nurse right away. The visitor stated normally a CNA sits at the table and constantly cues Resident #243 to slow down when eating. The visitor stated she had heard staff say the resident had packed her mouth full of food before.</p> <p>During interview on 3/28/19 at 2:51 PM Staff D, CNA stated she entered the dining room to seat a resident at a table. She said she stood behind Resident #243 very briefly right after the DON served her plate. Staff D stated Resident #243 picked up the polish sausage and started to 'chow down on it' but she did not know the resident's diet order, She stated she had been employed about a month and when she first started she thought it was a red flag the facility did not use diet cards for staff to make sure residents are served the correct diet because she felt it was important to do so. She stated the MDS Coordinator came to her and said there were other residents to get up so she left the dining room. Staff D stated Staff E sat at one assisted table and there was no staff at Resident #243's table.</p> <p>During interview on 3/27/19 at 6:28 PM Staff C stated the DON came into the kitchen right before meal service and told her she would pass the plates to the residents after she served them. She stated the main course entree choice was either a riblet patty or bun length sausages. Resident #243 had a mechanical soft diet order and she recalled she had ordered the riblet patty. Staff C said the riblet patty almost fell</p>			
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	<p>apart so it did not require grinding. Staff C prepared a plate with a riblet patty for Resident #243 and a plate with a whole sausage on it for another resident at that table who had a regular diet order. She handed the plates to the DON one at a time and said the resident's name at the same time. Staff C stated the cook has a list of resident diets and their choices they refer to when serving but no diet cards or tray slips were used for staff to check to make sure they received the right diet. Staff C stated normally the dietary aide serves all the resident plates and they are familiar with resident diets and restrictions.</p> <p>During interview on 4/4/19 at 11:15 AM the Dietary Services Manager (DSM) stated she expects the cook to prepare plates for residents and the dietary aide to serve them because she feels it reduces the incidence of mistakes. The night of the incident with Resident #243 the DON came into the kitchen and pressured Staff C to begin serving and stated she would pass out the plates. Staff C had a list of resident diets and their choice of entree and her dietary aides are very familiar with resident diet and restrictions.</p> <p>During interview on 4/3/19 at 2:00 PM, Staff F, dietary aide, stated she had just finished meal service in the other area of the facility and started getting room trays ready when the DON came in and took over passing out resident plates in the dining room. Staff F delivered the room trays and when she came back to the kitchen she starting passing out plates in the dining room. Staff F stated she is very familiar with resident</p>			
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	<p>diets and nutritional requirements and restrictions and she had also been instructed the residents seated at the assisted tables could not be served until staff are seated at them and the nurse had her medication cart at the side of the doorway.</p> <p>The Quality Assurance (QA) meeting minutes dated 1/16/19 contained a notation regarding starting the use of dietary cards. The DSM stated she had discussed this idea in the QA meeting because if new staff or non-dietary staff members were passing trays they would have a reference as to which resident the plate is for and could check their diet orders but she failed to initiate them at that time.</p> <p>The facility abated the immediate jeopardy situation on 3/28/19 through the following actions:</p> <ol style="list-style-type: none"> 1. Identification of all resident diet orders and implemented the use of dietary cards for each meal service. 2. Implementation of an audit tool to assure residents receive the proper diet. 3. Educated all staff to the use of the diet cards and the use of audit tool. 4. Educated all staff of the expectation to have no less than 2 CNA's available and present at the full assist and cue assist table. 5. Educated dietary staff to assure the meal served is in accordance with the spreadsheet for the ordered diets. <p>2. The MDS assessment dated 3/6/19 for Resident</p>			
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	<p>#38 recorded he required the assistance of 2 persons for bed mobility, dressing, hygiene, and supervision from 1 person during eating. The MDS documented diagnoses that included heart failure, diabetes mellitus, and chronic kidney disease stage 3 (moderate).</p> <p>The care plan focus area revised 3/12/19 identified the resident as at risk for impaired skin integrity related to CHF (congestive heart failure), chronic kidney disease, and mobility issues. The care plan documented 3/12/19 a burn to the resident's right thigh. The care plan directed staff to complete weekly skin assessments per facility policy. The care plan documented education provided to the dietary staff related to the use of lidded/sip cups for all fluids; if resident refused lidded cup, staff directed to notify charge nurse and/or Dietary Manager (DM)/Director of Nursing (DON).</p> <p>The Progress Notes dated 3/12/19 at 6:30 p.m. documented that morning at breakfast the resident spilled a glass of hot coffee on his lap causing a 14.6 cm (centimeter) by 9.3 cm burn to his right thigh. The entry recorded the area formed a couple of blisters in the burned area. The physician examined the resident and ordered application of Silverstat antibacterial gel to the area daily. The entry recorded the resident care planned to have cups with lids on them (sippy cup) at meals.</p> <p>The Progress Notes dated 3/13/19 at 5:45 a.m. documented the dressing intact to the right thigh and</p>			
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	<p>that Resident #38 denied pain to the area.</p> <p>The Non-Pressure Wound Sheet dated 3/14/19 at 10:00 a.m. documented a second degree burn acquired on 3/12/19 that measured 6.6 cm by 15.5 cm by 0.2 cm (length x width x depth). The assessment documented serous (bloody) exudate present in small amount with the wound bed 100% epithelial (type of tissue) and skin replaced over opened blister as able. The assessment recorded the physician notified on 3/12/19 at 9:00 a.m. and treatment of silver STAT to area, cover with foam for protection and secure with king/tape. The assessment documented the resident experienced pain with the dressing change.</p> <p>The Progress Notes dated 3/16/19 at 4:01 a.m. documented the dressing changed to the burn on the resident's thigh, the resident complained of pain post dressing change, PRN (as needed) pain meds given, and relief noted.</p> <p>The Progress Notes dated 3/17/19 at 3:53 a.m. documented the dressing changed to the burn on the resident's right thigh, blisters to burn site open and draining, and the resident complained of pain post dressing change with PRN pain meds given with some relief. At 3:10 p.m., the notes documented the dressing changed to the right upper thigh burn, area open and red, blisters ruptured, and the area sore/painful. The entry recorded the surrounding tissue inflamed and red. The entry documented the nurse would call the doctor's office in the AM to update</p>				
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	<p>them on the healing process.</p> <p>The clinical record lacked documentation of the doctor's office being called on 3/17/19.</p> <p>The Progress Notes dated 3/18/19 at 2:56 a.m. documented the dressing changed to the burn on the resident's thigh, no blisters, open red area drained serosanguinous (bloody wound drainage) fluid, and the resident complained of pain post dressing change; PRN pain meds given with relief.</p> <p>The Progress Notes dated 3/19/19 at 12:48 p.m. documented Resident #38 returned from the physician visit with new orders for the treatment to the right groin burn. The physician ordered the area washed with soap and water, apply Silvadene (burn cream) to 4 by 4 (gauze square) then apply the 4 by 4s to the wound and wrap with Kerlix (type of rolled gauze); do not use telfa (type of bandage).</p> <p>The physician orders signed 3/19/19 documented the right groin burn slowly improving. The new orders for treatment written for change right groin wound dressing BID (twice a day), cleanse with soap and water then apply Silvadene to 4 by 4s then apply to burn and wrap with Kerlex; no telfa.</p> <p>The Progress Notes dated 3/21/19 at 2:48 a.m. documented the resident with increased pain to the burn area, PRN pain medication given, and relief noted.</p>				
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	<p>The clinical record lacked any documentation of assessments of the burn on the right thigh from 3/21/19 through 4/3/19.</p> <p>The Treatment Administration Records (TARs) for March and April 2019 revealed the following dates the treatments not completed as ordered:</p> <p>a. Cleanse right thigh and groin with soap and water apply Silverstat antibacterial gel 2 times a day for burn; started 3/12/19 and discontinued 3/19/19: 3/13 PM, 3/14 AM, 3/15 AM, 3/16 AM, 3/18 AM and PM.</p> <p>b. Cleanse burn wound to right thigh with soap and water. Apply Silvadene to 4x4 then apply 4x4s to wound. Wrap with Kerlix. DO NOT APPLY TELFA. 2 times a day, started 3/19/19: 3/23 AM, 3/24 PM, 3/25 AM, 3/26 PM, 3/27 PM, 3/30 PM, 4/2 PM</p> <p>Observation on 4/2/19 at 8:27 a.m. revealed Resident # 38 in the dining room awaiting breakfast meal service. Resident # 38 asked for assistance to open a 2 handled, lidded coffee cup to add water due to it being hot. Staff J, Certified Nurse Aide (CNA), assisted the resident to add water to cool down the coffee. During the observation, Resident # 38 dropped the lidded coffee cup 3 times onto the table and the lid prevented a spill. Resident #38 dropped the cup as he nodded back off to sleep during the meal service.</p> <p>Observation on 4/3/19 at 7:58 a.m. revealed Staff J</p>			
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	<p>and Staff U, CNA, entered Resident # 38's room to assist with morning cares. Staff J removed a blanket to reveal the resident wore a light gray short sleeved T-shirt and an incontinence brief only, legs with socks on and an Ace wrap on the left lower extremity. A burn marked area covered the right upper thigh spanning from outer to inner thigh and top of thigh near groin to halfway down to the knee. The edges of the area were flaky, appeared pink color like scar tissue, superficial in depth, and no treatment dressing in place or residual treatment creams visible to the area. No evidence of any removed dressings observed in the room. Staff U stated the original burn produced blisters to the thigh.</p> <p>On 4/4/19 at 11:00 a.m., Staff I, Registered Nurse (RN), confirmed if the TAR had been left blank then it indicated the treatment as not completed as ordered. Staff I reported there were days treatments was not completed due to only being staffed with one nurse and not enough staff or time to complete the treatments. Staff I always told the nurses if they didn't actually complete the treatment then they should not sign it off. Staff I stated she had been a floor nurse, then off for 12 days, and when she returned the week of 4/1/19 she got moved to be the Interim Director of Nursing (IDON).</p> <p>FACILITY RESPONSE:</p>				
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58.11(3)	<p>481—58.11(135C) Personnel. 58.11(3) <i>Employee criminal record checks, child abuse checks and dependent adult abuse checks and employment of individuals who have committed a crime or have a founded abuse.</i> The facility shall comply with the requirements found in Iowa Code section 135C.33 as amended by 2013 Iowa Acts, Senate File 347, and rule 481—50.9(135C) related to completion of criminal record checks, child abuse checks, and dependent adult abuse checks and to employment of individuals who have committed a crime or have a founded abuse. (I, II, III)</p> <p>DESCRIPTION:</p> <p>Based on personnel file reviews, facility policy review and staff interview, the facility failed to assure all employees have an Iowa criminal background check</p>	II	\$ 500.00 (Held in Suspension)	Upon Receipt	

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	<p>and abuse registry checks completed prior to working in the facility one of 6 current employees sampled (Staff M). The facility identified a census of 37.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. The personnel file for Staff M, CNA, documented a hire date of 3/8/19. The file failed to contain criminal background and abuse registry checks done prior to hire. <p>The facility's Abuse Prevention, Identification, Investigation, and Reporting Policy Procedure effective 6/21/17 directed the following: Employee Screening:</p> <ol style="list-style-type: none"> 1. The facility will conducted and Iowa criminal record check and dependent adult/child abuse registry check on all prospective employees and other individuals engaged to provide services to residents, prior to hire, in the manner prescribed under 481 Iowa Administrative Code 58.11(3). <p>During interview on 4/5/19 at 10:10 AM, the Administrator stated he could not say why personnel files were not complete because he did not start as Administrator until mid-March of this year. He stated the facility had initiated obtaining all missing forms identified.</p>			
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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).