

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

Citation Number: #1012					Date: June 21, 2021
Facility Name: Ridgewood Specialty Care		Survey Dates: May 13, 2021 – June 7, 2021			
Facility Address/City/State/Zip: 1977 Albia Road Ottumwa, IA 52501		JS, VW			
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.</p> <p><i>j.</i> Provision of accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in mental, emotional, or physical condition. (I, II, III)</p> <p>DESCRIPTION:</p> <p>Based on clinical record review, policy review, and staff interview, the facility failed to provide accurate assessment and intervention for 3 of 5 sampled (Residents #1, #2 and #5). The facility failed to ensure residents consumed a meal after staff administered insulin for Resident #1 and Resident #2 and failed to recheck abnormal blood glucose levels for Resident #1, #2 and #5. On 10/17/21, Resident #2 did not eat lunch after the staff administered insulin and his blood glucose level dropped to 38 milligrams/deciliter (mg/dl). The facility lacked documentation staff offered the resident additional food to eat. On 5/11/21, Resident #1 did not eat breakfast or lunch and the nurse administered morning and noon insulin. Resident #1's blood glucose level dropped to 30 mg/dl</p>	I	\$ 7, 750 (Held in Suspension)	Upon Receipt
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Facility Administrator

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	<p>and required two injections of glucagon. The facility lacked documentation of physician notification following the glucagon injections. Resident #1's blood glucose level dropped again in the evening and required Emergency Medical Services to intervene as the facility lacked additional glucagon. The facility reported a census of 41 residents.</p> <p>Findings:</p> <p>1. The Minimum Data Set (MDS) assessment dated 3/24/21 listed diagnoses for Resident #1 of dementia, diabetes, and cerebrovascular accident (stroke). The MDS stated the resident required extensive assistance of 2 staff for bed mobility, transfers, dressing, toilet use, and personal hygiene, and depended completely on 1 staff for bathing. The MDS listed the resident's cognition as severely impaired.</p> <p>The Care Plan dated 2/8/18 documented Resident #1 had diabetes and received insulin and directed the staff to administer diabetes medication and monitor for side effects and effectiveness.</p> <p>The May 2021 Medication Administration Record (MAR) listed an order for Novolin R Solution (short acting insulin), inject 10 units if blood glucose level greater than 300 mg/dl.</p> <p>The May 2021 MAR entry dated 5/8/21 4:51 p.m., revealed Resident #1 had a blood glucose level of 504</p>			
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	<p>mg/dl and received 10 units of Novolin insulin. The record lacked documentation to reflect the staff rechecked Resident #1's blood glucose level to determine the effectiveness of the insulin.</p> <p>The Weights and Vitals Summary dated 5/11/21 6:21 a.m., revealed Resident #1 had a blood glucose level of 103 mg/dl.</p> <p>The May 2021 Documentation Survey Report V2 documented Resident #1 consumed 0-25% of her food at breakfast and lunch.</p> <p>The May 2021 MAR listed an order for Levemir (long acting insulin) 64 units three times a day and documented the resident received the Levemir in the a.m. and at midday.</p> <p>The Progress Notes dated 5/11/21 revealed the following:</p> <p>a. At 1:15 p.m., Resident #1 in bed sleepy, not talking to staff, and had a blood glucose level of 30 mg/dl. Staff administered glucagon (injectable medication treat low blood glucose levels).</p> <p>b. At 12:45 p.m., Resident #1 had a blood glucose level of 30 mg/dl.</p>			
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	<p>c. At 1:00 p.m., blood glucose level of 37 mg/dl. Staff administered a second dose of glucagon due to the blood glucose level not increasing above 40.</p> <p>d. At 1:30 p.m., Resident #1 had a blood glucose level of 67 mg/dl.</p> <p>e. At 3:15 p.m., Resident #1 sleepy, blood glucose level 82 mg/dl, and she took a few sips of liquacel (nutritional supplement).</p> <p>f. At 6:00 p.m., Resident #1 had a blood glucose level of 27 mg/dl and the facility obtained an order from the Nurse Practitioner to transfer Resident #1 to the Emergency Room.</p> <p>g. At 6:38 p.m., an ambulance arrived and treated Resident #1 for low blood glucose level. Resident #1 had a blood glucose level of 164 mg/dl and transferred to the hospital.</p> <p>The Clinical Record lacked documentation to reflect the staff notified the Physician of Resident #1's low blood glucose levels and Resident #1 received glucagon from 3:15 p.m. until 6:00 p.m.</p> <p>The Discharge Summary (Hospital) dated 5/21/21 documented Resident #1 had a blood glucose level of 26 mg/dl at the facility and Emergency Medical Services treated and transferred to the Emergency</p>			
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	<p>Room. Resident #1 lethargic and barely communicative.</p> <p>The undated Summary Chart for Treatment of Hypoglycemia policy listed guidelines for residents with a blood sugar of 20-50 mg/dl and directed staff to give glucagon intramuscularly, call the physician, monitor the resident and check the blood sugar after 15 minutes, and follow any new orders. The procedure directed staff to provide a snack once the blood sugar was 100 mg/dl or higher.</p> <p>During a phone interview on 6/2/21 at 4:04 p.m., the Director of Nursing (DON) stated on the morning of 5/11/21, Staff G cared for Resident #1 and Resident #1 had a blood glucose level of 100 mg/dl. Staff G administered Resident #1's morning Levemir (64 units) and noon Levemir (64 units). The DON stated there was a concern because Resident #1 did not eat very much and Staff G administered Resident #1's insulin in the morning and again at noon. The DON stated if the resident's blood glucose level was 100, even though that was not really low, if the resident did not eat, she would have held her morning insulin. She stated the nurse received education and the facility set parameters for giving insulin so this did not occur again.</p> <p>During a phone interview on 6/2/21 at 4:17 p.m., Staff G (Licensed Practical Nurse) stated on 5/11/21, the Nurse Aides did not inform her that Resident #1 did</p>			
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	<p>not eat breakfast and stated she administered her morning Levemir and her noon Levemir. She stated after the noon dose of Levemir, her blood sugar was subsequently 30 mg/dl so she received glucagon. She stated the Nurse Aides documented meal intakes and she did not realize Resident #1 did not eat.</p> <p>During a phone interview on 6/3/21 at 8:29 a.m., the DON stated she did not see documentation of physician notification in Resident #1's chart regarding the administration of the glucagon on 5/11/21. She stated the earliest note she saw was at 5:30 p.m. She stated the staff should notify the physician of the administration of glucagon. She stated the facility had 2 doses of glucagon and the resident utilized them both but stated in the future, the facility planned to stock glucagon for all residents. She stated she did not know if anyone notified the pharmacy of the need to replenish the glucagon after staff administered it on 5/11/21 but stated she would check.</p> <p>According to the Medication Administration Record dated 5/21/21 6:15 p.m., revealed Resident #1 had blood glucose reading of 471 mg/dl and received 10 units of Novolin. The clinical record lacked documentation to reflect the staff rechecked Resident #1's blood glucose reading and if the insulin was effective.</p> <p>2. DIABETIC CARE: The MDS assessment dated 9/20/21, listed diagnoses for Resident #2 included</p>			
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	<p>diabetes, heart failure, and anxiety. The MDS stated the resident required extensive assistance of 2 staff for bed mobility, transfer, dressing, toilet use, and personal hygiene, and depended completely on 1 staff for bathing. The MDS listed the resident's Brief Interview for Mental Status (BIMS) score of "11", indicating moderately impaired cognition.</p> <p>Care Plan dated 9/14/20 documented Resident #2 utilized insulin related to diabetes and directed staff to monitor for side effects and effectiveness.</p> <p>The Progress Note dated 10/17/20 9:08 a.m., revealed Resident #2 refused the facility breakfast and his wife was bringing him 2 breakfast sandwiches.</p> <p>The Progress Note dated 10/17/21 10:04 a.m. revealed Resident #2 ate 1 plain biscuit.</p> <p>The October 2020 MAR documented the resident received Novolog Mix 70/30 (a type of insulin) 30 units midday on 10/17/21.</p> <p>The Progress Note dated 10/17/21 2:06 p.m., documented Resident #2 refused lunch because he didn't like it. The facility lacked documentation staff offered the resident something different to eat and lacked documentation of a blood sugar check completed after the resident refused to eat after he received insulin.</p>			
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	<p>The Progress Note dated 10/17/21 3:02 p.m., document Resident #2's wife called and stated the resident had slurred speech and requested a blood glucose check. Resident #2 had a blood glucose level of 38 mg/dl at 2:45 p.m. and the nurse gave the resident orange juice and a peanut butter sandwich. At 3:00 p.m., Resident #2 had a blood glucose level of 64 mg/dl.</p> <p>The Progress Note dated 10/17/21 4:15 p.m., revealed the resident told the nurse not to give insulin to someone until after they ate.</p> <p>FACILITY RESPONSE:</p>			
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