

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

Number 5769					Report date June 15, 2022
Facility name Countryside Health Care Center		Survey dates May 11, 2022- June 8, 2022			
Facility address 6120 Morningside Avenue					
City Sioux City, IA 51106		JB			
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>(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 observations, clinical record reviews, family, staff, and provider interviews, the facility failed to:</p> <ol style="list-style-type: none"> 1. Assess Resident #1 after reported changes in condition and urgently notify the physician which resulted in a delay of transfer for Resident #1. On May 9, 2022 staff got alerted of Resident #1 not acting like himself, he sat slumped in his chair, he exhibited signs and symptoms of a stroke which included: drooling, slurred speech, and weakness. The facility failed to assess the reported changes and sent a non-emergent fax to the physician. The reported changes didn't get documented or passed on (relayed) to the next shift that Resident #1 needed additional follow up. On May 10, 2022 Resident #1 had further decline resulting in a transfer to the local emergency room (ER) where 	I	\$8,500.00 Held in Suspension	Upon Receipt	

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	<p>the hospital determined he suffered a stroke. This failure posed an Immediate Jeopardy to Resident #1's health and safety.</p> <p>2. Assess, document, provide relief of the symptoms (which included intense itching), and determine the cause of a skin rash on Resident #7. Resident #7 received an order for a medicated cream, used for the treatment of scabies, on 3/2/22. The facility reported identifying 16 residents with a rash. On May 11, 2022 the facility received an order to treat all residents with a cream for scabies. The facility reported a census of 48 residents.</p> <p>Findings include:</p> <p>1. Resident #1's Minimum Data Set (MDS) assessment dated 4/8/22 indicated a Brief Interview for Mental Status (BIMS) score of 4, indicating severely impaired cognition. Resident #1 required extensive assistance of two persons for bed mobility, transfers and toilet use. The MDS included medical diagnoses of hypertension, Parkinson's disease, dementia, and a urinary tract infection (UTI) in the last 30 days.</p> <p>The Care Plan Problem dated 4/29/22 identified Resident #1 with hypertension. The Problem included the following interventions dated 4/29/22</p> <p>a. Administer anti-hypertensive medications as ordered, monitor for effectiveness, side effects, such as orthostatic hypotension (a drop-in blood</p>				

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	<p>pressure based on a change in position) and increased heart rate.</p> <p>b. Report any signs and symptoms of hypertension which included: headache, visual problems, confusion, disorientation, lethargy, nausea, vomiting, irritability, seizure activity, and difficulty breathing.</p> <p>Resident #1's History and Physical dated 5/10/22 at 6:36 p.m., indicated the admitting provider documented Resident #1 admitted to the hospital for a CVA (Cerebrovascular Accident, a medical term for a stroke), confirmed by an MRI (Magnetic Resonance Imaging, a medical imaging test of the brain often used to diagnose a stroke). Resident #1's wife reported that two days before, on 5/7/22, Resident #1 slumped over in his wheelchair, and he had difficulty with weakness. Resident #1 presented to the ER with left-sided weakness, slurred speech, and drooling. The ER called a stroke alert and consulted neurology. An assessment of Resident #1 determined him as oriented only to self, confused, and difficult to understand with left-sided weakness. The neurologist concluded, per his clinical opinion, the MRI showed an evident stroke. The provider admitted Resident #1 to the hospital.</p> <p>On 5/16/22 at 12:50 p.m. Resident #1's wife reported that she visited Resident #1 on Sunday, 5/8/22, when she noticed her husband not acting as his usual self. Resident #1's wife explained that she reported his change to the staff. When she again</p>				

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	<p>visited on Monday, 5/9/22, she continued to notice changes, which she described as: slumped over in chair, weakness, drooling, and slurred speech. Resident #1's wife reported that she informed staff of his changes, and that she thought he was having a stroke. She further reported that no staff completed an assessment on him and the staff didn't communicate that they were going to notify the physician. On Tuesday, 5/10/22, she received a call from the facility informing her that hospital planned to transfer Resident #1 to the local hospital ER. Resident #1's wife confirmed that she wanted him transferred and treated for a stroke. Resident #1's wife said she got informed by the local hospital staff that her husband had a, as they described it, a bad stroke. She explained that her husband returned to the facility on 5/16/22 for end of life, comfort care.</p> <p>The electronic Progress Notes dated 5/7/22 - 5/9/22 revealed a lack of documentation related to an assessment or changes in Resident #1's condition as reported by his wife.</p> <p>A non-emergent facility fax, dated 5/9/22 at 3:30 p.m., signed as sent by Staff A, Licensed Practical Nurse (LPN), communicated that Resident #1's wife reported Resident #1 as not acting like himself that day. Staff A documented Resident #1 as slumped in his wheel chair, drooling, and having slurred speech. Staff A documented the following vital signs as blood pressure (bp) 131/84, pulse (p) 58, and</p>				

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	<p>oxygen saturation (PO2) 93% on room air. The fax failed to identify an assessment of Resident #1's condition by the nurse.</p> <p>Review of a facility communication reporting tool titled, Hot Charting Sheets, dated 5/9/22 and 5/10/22 failed to identify that Resident #1 needed additional monitoring, and failed to communicate any reported or observed changes in his condition.</p> <p>The Progress Note written by Staff B, Registered Nurse (RN), on 5/10/22 at 9:40 a.m., documented an assessment of Resident #1. Staff B recorded that she found Resident #1 slumped over in his wheelchair. Staff B listed his vital signs as BP 110/60 and PO2 90% on room air. Staff B noted left upper extremity weakness, Resident #1 failed to follow commands to assess for lower extremity weakness and drift. Staff B documented that she couldn't assess his pupil response. Staff B noted a fax on the clipboard dated 5/9/22 at 3:30 p.m. documented Resident #1 slumped in wheelchair, facial drooping, and drooling. Staff B called the provider and received an order to send Resident #1 to the local emergency room for evaluation and treatment.</p> <p>Review of skilled therapy screening form dated 4/7/22 revealed no muscle weakness or reduced functioning of left or right upper or lower extremities documented.</p>				

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	<p>On 5/16/22 at 2:33 p.m., Staff A reported that Staff C, Certified Nurse Aide (CNA), notified her on 5/9/22 that Resident #1 didn't act right all day and had been like that since the day before. Staff C reported that he had been slumped over in his wheelchair. Staff A approached Resident #1 and his wife at an activity. Staff A responded that she noted Resident #1 drooling, and his wife reported the slurred speech to her. Staff A verified that Resident #1 had slurred speech, which was a change. Staff A stated she failed to complete a full assessment, a neurological assessment, and she denied checking him for upper or lower extremity weakness. Staff A added that she missed that Resident #1 showed symptoms of a stroke, and she felt bad about it. Staff A confirmed that she sent a non-emergent fax to the provider, but added that if she thought he was having a stroke she would have phoned the provider due to it being an emergent health concern that required immediate intervention. Staff A further stated that she thought she charted when she sent the fax, but agreed the chart had no documentation present. Staff A also said she verbally informed the following shift, but reported that she hadn't added anything to the hot charting which would communicate the need for additional monitoring.</p> <p>On 5/16/22 at 4:35 p.m., Staff C explained that on 5/9/22 Resident #1's wife reported that she felt helpless. Staff C commented that Resident #1 had slurred speech, increased confusion, and sat</p>				

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	<p>slumped over in his wheelchair. Staff C informed Staff A. Staff C said she observed Resident #1 so slumped over in his wheelchair, drooling, talking gibberish, and could hardly open his mouth to take his medications. Staff C reported that as a definite a change of condition for Resident #1. Staff C denied that she heard communication of the changes to the next shift.</p> <p>On 5/12/22 at 11:45 a.m., Staff B reported that the staff summoned her around 8:00 a.m. on 5/10/22 after they couldn't transfer Resident #1. Staff B, stated that after she assessed Resident #1 she looked for charting on him and found none. She reviewed the therapy notes which documented no previous left sided weakness, and found the fax on the clipboard from 5/9/22. Staff B confirmed she didn't receive any communication of changes for Resident #1 in the shift report. Staff B reported that she called the provider as signs and symptoms of a stroke required immediate intervention. Staff B confirmed that she felt the nurse should have notified the provider the day before when Resident #1's wife reported the changes in him.</p> <p>During an interview on 5/16/22 at 1:13 p.m. the local ER Admitting Provider confirmed she had assessed Resident #1 and visited with his wife as part of the assessment. She explained that when Resident #1 presented with signs and symptoms of a stroke on 5/8/22 and 5/9/22, she would have expected prompt assessment and transfer for the</p>				

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	<p>best outcome. The ER Admitting Provider explained that medications to break up a clot for treatment of a stroke must be administered within four hours. The ER Admitting Provider listed the signs of a stroke included: facial droop, arm weakness, and slurred speech. The ER Admitting Provider declared that time lost is brain lost. The ER Admitting Provider added that Resident #1 experience a hemorrhagic stroke, and most probably related to high blood pressure, not related to a clot. However, at the time Resident #1's symptoms presented there would have been no way for staff to determine the cause of the stroke. The ER Admitting Provider explained she would have expected the facility to transfer him for evaluation and treatment promptly.</p> <p>During an interview on 5/12 22 at 11:20 a.m., the Director of Nursing #1, (DON #1) confirmed the chart lacked an assessment documented on 5/9/22 by Staff A. The DON #1 stated she would expect the nurse to do a full assessment due to the reported changes, then document in the electronic chart, and would have expected staff to call the provider with signs and symptoms of a stroke, not send a non-emergent fax notification.</p> <p>The facility failed to provide a policy or protocol related to physician notification, assessment, and intervention.</p>				

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	<p>The facility was notified of the Immediate Jeopardy (IJ) on 5/16/22. The facility removed the IJ on 5/13/22 after providing education to licensed nursing staff regarding communication of a change in resident's condition, assessment, and intervention of a resident's change in condition, and follow up documentation requirements related to a change in condition. The facility provided education to the licensed nursing staff regarding calling the physician when a resident experienced a change of condition and not sending a fax for urgent care needs. The facility planned to complete random daily audits of the 24-hour summary with ongoing education. The facility intended to use the Quality Assurance (QA) and Quality Assurance and Performance (QAPI) processes to review quarterly for further improvement of implementation needs.</p> <p>2. Resident #7's Minimum Data (MDS) dated 3/30/22 documented a Brief Interview for Mental Status (BIMS) score of 6, indicating severely impaired cognition (memory). Resident #7 required extensive assistance of 2 persons for transfers and toilet use. Resident #7 required total dependence for bed mobility and personal hygiene. The MDS coded Resident #7 as always incontinent of bowel and bladder. The MDS included diagnoses of dementia without behavioral disturbance, depression, and falls.</p> <p>Resident #7's Care Plan initiated on 1/24/20 lacked documentation related to her rashes.</p>				

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	<p>On 5/19/22 at 7:55 a.m. observed Resident #7 in her room with no rash noted on her hands or visible skin.</p> <p>The Nurses Note dated 1/25/22 at 12:47 p.m. documented a message left for the doctor regarding Resident #7's pink scattered rash to her abdomen. Resident #7 reported itching to areas and to her back.</p> <p>A progress note dated 1/26/22 at 11:19 a.m. documented a new order for Benadryl for Resident #7's abdominal rash to be administer BID (twice daily) PRN (as needed).</p> <p>Resident #7's electronic and paper record lacked documentation of an assessment or interventions for her abdominal rash and itching until 3/2/22.</p> <p>The Physician Office Visit form dated 3/2/22 at 1:45 p.m. documented a new order for Elimate 5 percent (%) cream, apply head to toe for 10 hours, then rinse, and repeat in seven days.</p> <p>The Family Medicine form dated 3/2/22 at 1:50 p.m. listed Resident #7's history of present illness as a skin problem. Resident #7's daughter reported that Resident #7 kept itching for months on her entire body. Resident #7 had no visible rash but the doctor did note sores on both of her hands that were there for a month. Resident #7 complained</p>				

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	<p>that her hands were painful and she didn't receive improvement with Benadryl or other creams.</p> <p>According to Drugs.com reviewed on 3/14/22, Elimite (Permethrin) 5% cream is an anti-parasite prescription medication used topically to treat an infestation of scabies.</p> <p>The Nurses Note dated 3/2/22 at 3:34 p.m. recorded that Resident #7 went to the doctor's office due to a rash. The doctor explained that he believed the rash came from mites or bed bugs. The facility notified a Pest Control extermination who arrived at 3:30 p.m. The staff removed the resident's clothing, bedding, and linens from their room. The staff bagged them up and took them to the laundry. After the exterminator examined Resident #7's room and surrounding rooms, they reported no evidence of mites or bedbugs observed. They treated the rooms anyway out of precaution.</p> <p>On 5/25/22 at 1:58 p.m. the local Clinic Nurse reported being present for Resident #7's 3/2/22 office visit. The Primary Care Provider (PCP) assessed a rash in Resident #7's perineal area and areas covered by her incontinence brief that were consistent with a mite, which she clarified to mean scabies. The Clinic Nurse explained that the PCP ordered Elimite, to apply the cream and repeat in seven days for the treatment of scabies. The Clinic Nurse responded that the facility got notified of the</p>				

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	<p>new order by a written paper order that went with the resident. The Clinic Nurse added that she also called the facility DON (DON #1) as a courtesy as she felt the facility would need to determine if other residents had been infested with scabies due to it being very contagious. The Clinic Nurse stated that the PCP hadn't ruled out bed bugs also, but clarified treatment was ordered for scabies.</p> <p>The Nurses Note dated 3/5/22 at 10:17 a.m. documented that Resident #7's family visited and reported that Resident #7 complained of itching. The nurse assessed Resident #7 but found no areas of redness but she did state that she itched. The nurse applied lotion and Resident #7 reported that helped.</p> <p>Resident #7's electronic and paper record lacked documentation of an assessment or interventions for her abdominal rash and itching until 5/11/22. On 5/11/22 the facility received an order to treat all residents at the facility with Permethrin 5% cream due to multiple residents reporting a rash.</p> <p>Resident #7's Medication Administration Records (MAR) for January, February, March, April, and May 2022 documented an order for a Benadryl allergy tablet (diphenhydramine hcl) 25 milligrams (mg). The order started on 1/26/22 directed to give one table by mouth every 12 hours PRN for abdominal rash. The review of the MARS revealed no</p>				

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	<p>documentation of administration of the Benadryl to Resident #7 for relief of abdominal rash itching.</p> <p>On 5/25/22 at 5:00 p.m. the Director of Clinical Services and the Corporate Infection Control Nurse reviewed the 3/2/22 order for Elimate. The Corporate Infection Control Nurse stated Elimate got prescribed for the treatment of scabies. The Corporate Infection Control Nurse explained that she would expect skin assessments for Resident #7 and other residents at the facility to contain the spread. She also expected ongoing assessments to determine the effectiveness of the treatment. The Corporate Infection Control Nurse confirmed no assessments got documented as completed. The Corporate Infection Control Nurse responded that she didn't know of Elimate being used anything for anything other than scabies. The Infection Control Nurse clarified that in a different form permethrin could be used for head lice in humans. The Director of Clinical Services responded that she would have expected the Benadryl to be administered as ordered for relief of symptoms that included intense itching and scratching by Resident #7.</p> <p>On 6/1/22 at 3:15 p.m., DON #2 confirmed that 16 current residents at the facility had rashes. DON #2 stated she didn't know that Resident #7 had an order for the treatment of scabies on 3/2/22. DON #2 reported that she expected the nurses to do at least weekly skin assessments for residents who identified with rashes as well as do an assessment</p>				

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	<p>of their skin following the treatment to assess response. DON #2 would have expected the Benadryl to be administered as ordered for Resident #7 for the relief of intense itching and scratching associated with scabies. DON #2 confirmed that the Benadryl never been administered to Resident #7.</p> <p>The Scabies Identification, Treatment, and Environmental Cleaning Procedure included the following:</p> <ul style="list-style-type: none"> a. Scabies is an itching skin irritation caused by the microscopic human itch mite, which burrows in the skin's upper layers and eventually causes itching, tiny irregular red lines and an allergic rash. b. Secondary bacterial skin infections could result from untreated scabies. c. Symptoms sometimes include severe itching, which worsens at night. d. Common locations include: anterior axillary region or under breasts, around the waist, between the fingers, palm of the hand, inner thigh-groin-buttock, upper backs of nursing home residents, and hands of employees. e. Scabies is spread by skin to skin contact. f. Diagnosis may be established by recovering the mite from its burrow. Failure to identify scrapings as positive does not necessarily exclude diagnosis. Often diagnosis is made from signs and symptoms. <p>FACILITY RESPONSE:</p>				

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