

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

Citation Number: #5880		Date: October 12, 2022		
Facility Name: Hillcrest Healthcare Center		Survey Dates: September 6-27, 2022		
Facility Address/City/State/Zip 2121 Ave L Hawarden, IA 51023		DC		
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: Based on clinical record review, staff interview, and facility policy/procedure the facility failed to assess, document, notify the provider and family and provide skin assessments and complete neurological assessments for three of three residents reviewed after post falls/injuries. (Resident #4, #5, #12). Resident #4 was transferred to the local clinic on 3/1/22, where it was determined that sutures had to be utilized to connect the skin on the resident's right hand from a fall that occurred on 2/28/22. The facility reported a census of 47 residents.</p> <p>Findings include:</p> <p>Review of the facility policy and procedure for change of condition reporting dated 7/2021, instructed: Acute Medical Change-</p>	I	\$10,000.00	UPON RECEIPT
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	<p>1. Any sudden or serious change in a resident's condition manifested by a marked change in physical or mental behavior will be communicated to the physician with a request for physician visit promptly and /or acute care evaluation. The licensed nurse in charge will notify the physician.</p> <p>2. Licensed nurse will inform the primary physician (alternate physician of Medical Director) of resident status as soon as possible once resident needs have been met and immediacy of nursing care is completed.</p> <p>3. Licensed nurse will inform family/responsible party of change of condition and document notification.</p> <p>4. All nursing actions, will be documented in the licensed progress notes as soon as possible after resident needs have been met.</p> <p>Review of the facility policy/procedure for skin and wound management dated 5/2021, instructed:</p> <p>1. A weekly skin assessment will be completed on all residents and documented in the resident medical record or progress note.</p> <p>2. Each wound will be measured in centimeters weekly. Measurements, size, and depth, drainage, odor, color and a short statement on progress (or lack of) will be documented on the Skin Pressure Weekly or Skin Ulcer Non-Pressure Weekly.</p> <p>3. Treatments ordered by the physician will be used.</p> <p>5. All treatments involving breaks in the skin required clean technique, unless otherwise ordered by the physician.</p> <p>1. The Quarterly Minimum Data Set (MDS) assessment dated 1/4/22 identified Resident #4 had a</p>				
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	<p>Brief Interview for Mental Status (BIMS) score of 4 for which indicated severe decision making abilities. The MDS identified the resident had diagnosis of hypertension, Alzheimer disease, non-Alzheimer dementia, anxiety, depression and history of falling. Resident had no falls, and no skin injuries. The MDS further documented resident required extensive assistance of two staff for bed mobility, dressing, toilet use and personal hygiene, limited assistance for transfer, and supervision with set up help for ambulation in the room and corridor.</p> <p>The Clinic Note dated 3/1/22 at 1:22 p.m., documented, patient here for evaluation of a fall that occurred yesterday morning around 7:40 a.m. Our office was not notified about this until today. Her wounds were cleaned and Steri-Strips were applied. The injury was not witnessed. Patient has significant Alzheimer's dementia and does not verbalize very well. She denies having pain. No recent fever or chills. No other cold or flu symptoms reported. There is a contusion on the right lateral forehead in the hairline. There is a small skin tear on the left dorsal hand. Other skin tear on the right forearm, right dorsal hand over the fifth metacarpal and along the lateral aspect of the fifth digit. The dorsal aspect of the hand is swollen. The right foot was swollen over the metatarsals. X-Rays were taken of the right hand and right foot. No obvious fractures were noted. The wounds were cleansed with Shur-Clens Will present lidocaine with epi was used locally approximately 5 cc. The right fifth digit 4 centimeter laceration had 5 stitches placed in a simple fashion. The right dorsal hand 3 centimeter</p>			
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	<p>laceration had 3 stitches placed in a simple fashion. Antibiotic ointment with Telfa and 2 inch kling was used for dressing.</p> <p>Assessment:</p> <ol style="list-style-type: none"> 1. Forehead contusion unwitnessed fall. 2. Multiple skin superficial skin tears with steri-strips. 3. Lacerations 4 centimeters to the right fifth digit and 3 centimeter to the right lateral hand repaired in a single-layer. 8 stitches total. <p>Review of the Fall report dated 2/28/22 at 7:22 a.m., documented Environmental/housekeeper summoned nursing staff as resident fell as she was walking out of her room with walker. Resident was observed lying flat on her right side on the floor with right arm underneath her and left arm on top of her side. Blood noted from underneath head and from underneath her right abdomen area. Walker was a couple of feet outside the room door from where the resident was laying and in the hallway. Walker had clothing on top as well as resident purse. Resident was wearing regular socks only to feet. Floor was clean and dry. Resident was not wearing glasses and was wearing her nightgown. Resident is unable to give account of the incident due to her memory loss and confusion.</p> <p>Injuries observed at time of incident: left hand skin tear. (back)</p> <p>Notes: Resident noted to have skin tear to right inner wrist on the pinky finger side. Has skin v-shaped skin tear to top of left hand. Laceration to outside of right pinky finger. Laceration to outside palm of right hand. Bruise/hematoma to right forehead/temporal area.</p>			
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	<p>Review of the Progress Notes dated 2/28/2022 7:42 a.m., documented the following: Environmental/housekeeper summoned nursing staff as resident fell as she was walking out of her room with walker. Resident was observed lying flat on her right side on the floor with right arm underneath her and left arm on top of her side. Blood noted from underneath head and from underneath her right abdomen area. Walker was a couple of feet outside the room door from where the resident was laying and in the hallway. Walker had clothing on top as well as resident purse. Resident was wearing regular socks only to feet. Floor was clean and dry. Resident was not wearing her glasses and was wearing her nightgown. Resident unable to give accounts of the incident due to her memory loss and confusion. Resident assessed. Vital Signs taken. Blood Pressure (BP) was elevated but with follow-up assessments and vital signs, residents BP did decrease to normal level. Other VSS. Neurological assessments started and completed as resident is able due to impairment from Dementia. Range of Motion assessed with no impairments noted. Legs are of equal length with no external rotation. Shoulders and hips without bruising or injuries and resident is able to move them appropriately as well. Resident assisted up with the help of 3 caregivers and gait belt and assisted into wheelchair. Abrasion/skin tear/hematoma to head cleansed. Skin tears cleansed and applied steri-strips/dressing applied as resident would allow. She did have pain to right hand/finger and would pull away from charge nurse as charge nurse was treating these</p>			
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	<p>areas. The charge nurse was the only staff member to visual extent of the skin tear/laceration to right palm/finger. Once treated by charge nurse, resident was assisted with dressing, toileting and morning cares. Intervention is to apply gripper socks at night and encourage resident to keep them on.</p> <p>Further review of the progress notes documented the following: On 2/28/2022 at 7:17 p.m., Acetaminophen (medication to treat pain) Tablet, give 650 mg by mouth every 6 hours as needed for pain, given for pain in her hand. On 2/28/2022 at 11:45 p.m., Acetaminophen Tablet, give 650 mg by mouth every 6 hours as needed for pain, PRN Administration was: Unknown, Follow-up Pain Scale was: 2 On 3/1/2022 at 4:56 a.m., Resident continues on fall f/u with neuros. VS obtained: 152/69-97.6-52-20-pulse oxygen =95%R on room air. Resident Right hand redressed per writer. Purple bruising noted throughout Right hand. Steri strips applied to 5th digit of Right hand. Steri strips reinforced et applied to laceration on Right hand. Resident PAINAD score: 2. Call light within reach. On 3/1/2022 at 9:15 a.m., Residents right hand and fingers swollen, tender when touched. Resident flinches and hollers out in pain. Hand is bruised. Several lacerations noted on the pinky finger. On 3/1/22 at 9:35 a.m., This nurse called clinic. Appointment set up for 10:00 a.m., to have hand evaluated and possible x-rays. On 3/1/22 at 9:37 a.m., This nurse contacted resident's</p>			
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	<p>son. Son was not aware of the fall that occurred on 2/28/22. This nurse advised son of the injuries. Son unable to transport resident to the appointment but would like to be updated on findings. Facility to transport.</p> <p>On 3/1/22 at 3:16 p.m., new orders received from clinic appointment for dressing change daily and to remove sutures in 10 days.</p> <p>On 3/3/22 at 10:06 a.m., Appointment made for fall follow-up with Dr. on 3/11/22 at 10:30 a.m.</p> <p>On 3/6/22 at 2:38 p.m., Fall F/U: VSS. Resident slept in this morning as she is usually a late riser. Neurological status intact. No ROM impairments per usual. Ambulates with a walker and supervision. No injuries noted due to most recent fall. Stitches to right hand mostly intact with 1 stitch missing. Skin is healing. Resident will not keep dressing in place. Resident is a pleasant mood today and cooperative with cares.</p> <p>On 3/9/22 at 2:31 a.m., Resident noted to be picking at right hand stitches, resident's right hand is swollen, purple in color, no foul odor noted at this time. Resident educated on needing to not pull and or pick at stitches in hand due to high risk of infection.</p> <p>Review of the Skin Evaluation Weekly form documented on 3/7/22 at 2:21 a.m., no new findings at this time, skin is normal to ethnicity, Clear/Dry/Intact.</p> <p>Review of the Skin Evaluation Weekly form documented on 3/20/22 at 12:38 p.m., Resident's skin is Clear/Dry/Intact with no new areas of concern noted.</p>			
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	<p>Review of the Skin Evaluation Weekly form documented on 3/27/22 at 11:45 a.m., No current skin issues.</p> <p>In an interview on 9/19/22 at 2:45 p.m., the Corporate Nursing Consultant confirmed and verified the clinical record lacked any documentation of skin assessment being done after the fall on Resident #4, and that the expectation of the staff is to do a complete assessment and then to notify the family and the physician right after the fall and not the next day. The Nurse Consultant confirmed it has been an expectation to assess, measure, and document all new skin areas, and visualize at least every week.</p> <p>In an interview on 9/26/22 at 2:45 p.m., the facility Director of Nursing (DON) worked on 2/28/22 and was with the charge nurse when Resident #4 was on the floor. The DON explained the charge nurse was given direction on how to fill out the incident/accident report, make sure to notify the family and physician and to do skin sheets for the skin tears and lacerations on the resident right palm and little finger. The DON stated that when she came back to work on 3/1/22, the Incident/Accident Report was not completed and that the skin sheets were also not completed and the DON had to fill out all the forms and it is an expectation of the nurses to follow the policy and procedures to notify families, physician and to do an assessment on all skin areas and to fill out skin sheets and to do them weekly.</p> <p>On 9/26/22 at 4:00 p.m. the DON confirmed and verified that there are no neuro sheets for Resident #4</p>			
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	<p>in her clinical record and it is an expectation that neuros be completed after an unwitnessed fall</p> <p>2) According to the MDS assessment dated 2/21/22 Resident #5 scored 9 on the BIMS indicating moderate cognitive impairment. The resident required supervision with bed mobility, transfer, ambulation, dressing, eating, toilet use and personal hygiene. The resident's diagnoses included Alzheimer's disease.</p> <p>The Care Plan initiated 2/16/ 22 identified the resident had the potential for pressure ulcer development related to pain, dementia, and incontinence. Interventions included daily body checks, monitoring abrasion left outer wrist 4/7/22, abrasion to bridge of nose 4/1/22, abrasion to chin 4/7/22, abrasion to left 5th finger, abrasion to left side of forehead, abrasion to left orbital area, bruising to face 4/25/22, bruising left arm 4/25/22, bruising left leg 4/25/22, bruising right arm 4/25/22, bruising right leg 4/25/22, skin tear left elbow 4/1/22, skin tear left forearm 4/1/22, skin tear right elbow 4/1/22, and a weekly head to toe skin at risk assessment.</p> <p>The Progress Notes dated 3/31/22 at 7:25 p.m. noted the resident fell outside in the grass. A visitor witnessed the fall. They assessed the resident for injuries, and range of motion performed with no pain, he did have skin tears on the bridge of his nose. Vitals were within range, neuros started, and the Director of Nursing (DON), family and MD aware.</p>			
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	<p>The Progress Notes dated 4/2/22 at 10:48 p.m. documented at 7:30 p.m. a CNA made the charge nurse aware the resident was on the ground outside. Upon assessment, the resident exited the facility without his wheeled walker and fell on the cement. The door alarm alerted staff who then immediately checked the door and observed the resident on the ground outside. The resident laid face down with his bilateral upper extremities (BUE) at his side and bilateral lower extremities (BLE) extended out. They assessed the resident for indications of major injuries with no indication noted. The resident's vital signs were within normal limits, pupils equal and reactive to light. The resident alert and oriented to self, resident's baseline. The resident had abrasions to the left side of his face and left upper extremity (LUE). The Resident wore shoes. Staff assisted the resident off of the ground into his wheel chair with assist of two and a gait belt. The resident tolerated the activity well. The resident had the following new skin areas:</p> <ol style="list-style-type: none"> 1) Left fifth digit abrasion 0.4 X 0.8 X 0.1 cm, 2) Left fifth digit knuckle abrasion 1.0 X 1.3 X 0.1 cm, 3) Left outer wrist abrasion 1.1 X 0.6 X 0.1 cm, 4) Left upper side of forehead/scalp abrasion 7.0 X 3.0 X 0.1 cm, 5) Left upper forehead abrasion 2.5 X 2.0 X 0.1 cm, 6) Left eyebrow abrasion 0.3 X 4.0 X 0.1 cm, 7) Left eye area abrasion 2.5 X 5.5 X 0.1 CM 0.1 X 2.0 X 0.1 cm, 9) Bridge of nose abrasion 1.5 X 2.5 X 0.1 cm, 10) Chin abrasion 1.0 X 2.0 X 0.1 cm. <p>All areas were cleansed, patted dry, triple antibiotic (ATB) ointment applied, and covered with non</p>			
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	<p>adhesive dressing. Staff were educated to ensure the resident utilized his wheeled walker when ambulating. Staff verbalized understanding.</p> <p>A Weekly Skin Evaluation dated 4/2/22 contained the information in the Progress Notes after the fall.</p> <p>The clinical record lacked any additional assessment off the skin areas or neuro sheets for post fall assessment.</p> <p>A Weekly Skin Evaluation dated 4/19/22 indicated bruising to the resident's face, bilateral arms and legs, and continued monitoring. The evaluation lacked any measurements or descriptions of the skin impairments.</p> <p>On 9/26/22 at 1:15 p.m. the DON stated she could not find the neuro sheets or skin sheets for the injuries the resident had with the 4/2/22 fall.</p> <p>3) According to the MDS assessment dated 2/28/22 Resident #12 scored 8 on the BIMS indicating moderate cognitive impairment. The resident required extensive assist with bed mobility, transfer, ambulation, dressing, toilet use and personal hygiene. The resident's diagnoses included lung disease. The resident had a fall/falls prior to admission to the facility, and 1 fall since admission.</p> <p>The Care Plan dated 3/7/22 documented the resident had an actual impairment to skin integrity related to fragile skin and falls. Interventions included keeping</p>			
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	<p>the skin clean and dry, using lotion on dry skin, monitoring skin tear to left arm, left leg, right arm, and right leg all dated 3/7/22, and providing skin treatments per the physician's order.</p> <p>The Progress Notes dated 4/5/22 documented at 5:25 a.m. a CNA reported the resident was on the floor in her bathroom. Upon assessment, the resident laid on top of her walker on her left side on the bathroom floor. The resident stated she attempted to go to the bathroom without assistance. The call light remained off. The resident had bare feet however did wear gripper socks that she removed herself while resting in bed. The call light was attached to her bed within her reach. They assessed the resident and she complained of left hip pain and stated she could not move. They placed a call and the resident transferred to the hospital. The resident had a laceration to the left side of her forehead and her left hand.</p> <p>A History and Physical dated 4/5/22 at 8:41 a.m. documented the resident came to the emergency room after a fall getting out of bed. The resident hit her head and face. When the resident arrived the nursing staff had to spend an extensive amount of time cleaning the resident up as she was covered in hard, dry stool. The staff at the nursing home stated they didn't know how long the resident laid on the floor. The resident seen originally by the Physicians Assistant and then the Physician. When the Physician received the resident she had already received 2 doses of intravenous Fentanyl 25 mcg and quit comfortable. On arrival she complained of hip pain and had multiple skin tears just</p>			
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	<p>lateral to her left eye. The PA took care of the facial laceration with steri strips.</p> <p>The Progress Notes dated 4/5/22 at 12:25 p.m. documented the resident returned from the ER with new orders for antibiotic, (Doxycycline) for infection. The resident had left side maxillofacial fractures and a suspected non displaced right sacral fracture.</p> <p>The clinical record lacked assessment of the residents skin injuries or the neuro assessments for a fall with hitting her head. The Assessment tab in Point Click Care (PCC) showed 1 Weekly Skin Evaluation done after the fall on 4/5/22. The assessment documented scattered bruises and skin tears on the residents body from recent falls with no measurements or assessment of the areas.</p> <p>On 9/26/22 at 5:10 p.m. the DON stated she could not find the neuro sheet for the 4/5/22 incident, or skin assessments.</p> <p>FACILITY RESPONSE:</p>			
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