

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

Citation Number: #6107		Date: May 16, 2023		
Facility Name: Genesis Senior Living		Survey Dates: April 10 – 27, 2023		
Facility Address/City/State/Zip 5608 SW 9 th St. Des Moines, IA 50315		JS		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.19(2)b	<p>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>b.</i> 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)</p> <p>Description:</p> <p>Based on clinical record review, family, physician, and staff interviews, and policy review, the facility failed to ensure a resident's pressure ulcer did not worsen through following physician orders and accurately assessing the need for further medical intervention for 1 of 1 residents reviewed (Resident #3). This resulted in harm to the resident due to a boggy heel worsening to a Stage 4 pressure ulcer with bone infection and a prolonged hospitalization.</p> <p>Findings include:</p>	I	\$9,500 Held in Suspension	Upon Receipt
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	<p>The Minimum Data Set (MDS) assessment dated 11/24/22 of Resident #3 identified a Brief Interview of Mental Status (BIMS) score of 8, which indicated moderate cognitive impairment. The MDS revealed the resident was independent with no setup help needed for bed mobility. The MDS revealed the resident required limited assistance with help of 1 staff member for transfers. The MDS documented diagnoses that included diabetes, heart failure, non Alzheimer's dementia, and malnutrition.</p> <p>The current Comprehensive Care Plan of Resident #3 with a Target Date of 5/18/2023 failed to reveal any documentation of the resident being at risk of skin impairment or having any wounds. The Care Plan failed to document any interventions for skin integrity or treatment of any skin wounds.</p> <p>Determining the Stage of Pressure Injury MDS Skin Assessment Tool:</p> <p>Stage 1 Pressure Injury: Non-blanchable erythema of intact skin Intact skin with a localized area of non-blanchable erythema, which may appear differently in darkly pigmented skin. Presence of</p>			
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	<p>blanchable erythema or changes in sensation, temperature, or firmness may precede visual changes. Color changes do not include purple or maroon discoloration; these may indicate deep tissue pressure injury.</p> <p>Stage 2 Pressure Injury: Partial-thickness skin loss with exposed dermis Partial-thickness loss of skin with exposed dermis. The wound bed is viable, pink or red, moist, and may also present as an intact or ruptured serum-filled blister. Adipose (fat) is not visible and deeper tissues are not visible. Granulation tissue, slough and eschar are not present. These injuries commonly result from adverse microclimate and shear in the skin over the pelvis and shear in the heel. This stage should not be used to describe moisture associated skin damage (MASD) including incontinence associated dermatitis (IAD), intertriginous dermatitis (ITD), medical adhesive related skin injury (MARS), or traumatic wounds (skin tears, burns, abrasions).</p> <p>Stage 3 Pressure Injury: Full-thickness loss of skin, in which adipose (fat) is visible in the ulcer and granulation tissue and epibole (rolled wound edges) are often present. Slough and/or eschar</p>			
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	<p>may be visible. The depth of tissue damage varies by anatomical location; areas of significant adiposity can develop deep wounds. Undermining and tunneling may occur. Fascia, muscle, tendon, ligament, cartilage and/or bone are not exposed. If slough or eschar obscures the extent of tissue loss this is an Unstageable Pressure Injury.</p> <p>Stage 4 Pressure Injury: Full-thickness skin and tissue loss with exposed or directly palpable fascia, muscle, tendon, ligament, cartilage or bone in the ulcer. Slough and/or eschar may be visible. Epibole (rolled edges), undermining and/or tunneling often occur. Depth varies by anatomical location. If slough or eschar obscures the extent of tissue loss this is an Unstageable Pressure Injury.</p> <p>Unstageable Pressure Injury: Obscured full-thickness skin and tissue loss Full-thickness skin and tissue loss in which the extent of tissue damage within the ulcer cannot be confirmed because it is obscured by slough or eschar. If slough or eschar is removed, a Stage 3 or Stage 4 pressure injury will be revealed. Stable eschar (i.e. dry, adherent, intact without erythema or fluctuance) on the heel or ischemic limb should not be softened or removed.</p>			
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	<p>Deep Tissue Pressure Injury: Persistent non-blanchable deep red, maroon or purple discoloration Intact or non-intact skin with localized area of persistent non-blanchable deep red, maroon, purple discoloration or epidermal separation revealing a dark wound bed or blood filled blister. Pain and temperature change often precede skin color changes. Discoloration may appear differently in darkly pigmented skin. This injury results from intense and/or prolonged pressure and shear forces at the bone-muscle interface. The wound may evolve rapidly to reveal the actual extent of tissue injury, or may resolve without tissue loss. If necrotic tissue, subcutaneous tissue, granulation tissue, fascia, muscle or other underlying structures are visible, this indicates a full thickness pressure injury (Unstageable, Stage 3 or Stage 4). Do not use DTPI to describe vascular, traumatic, neuropathic, or dermatologic conditions.</p> <p>On 11/30/22 at 4:59 PM, the MDS Coordinator documented an open area to Resident #3's right heel which was draining.</p>			
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	<p>Orders were received on 12/1/22 for daily wound care with dressing changes to the wound.</p> <p>On 12/9/22 at 1:11 AM, Staff E, Registered Nurse, documented in a Skin Observation Tool note she removed a dressing from the resident's wound dated 12/1/22. The note documented the wound had purulent, foul smelling drainage and the resident's skin going up the back of her calf was red and warm (signs of infection). This was the only Skin Assessment documented on the resident during her time at the facility.</p> <p>On 12/9/22 at 12:24 PM Staff A, ARNP, documented Resident #3 was seen for assessment of a right heel wound which was reported to have odor and pus discharge.</p> <p>On 12/9/22 at 5:41 PM the Assistant Director of Nursing (ADON) documented new orders had been received for an antibiotic related to the foot wound for Resident #3.</p> <p>On 1/23/23 at 9:53 PM the Director of Nursing (DON) documented she called Resident #3's daughter and informed her the resident had tested positive for COVID. She also discussed the</p>			
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	<p>resident's wound with her at this time, need for antibiotic and a wound culture.</p> <p>On 1/24/23 at 5:19 PM, Staff C documented she informed Resident #3's daughter, the Resident was now on two antibiotics, was weak and shaking.</p> <p>On 1/24/23 at 5:24 PM, Staff C documented Resident #3's daughter requested the Resident be sent to the hospital.</p> <p>On 1/25/23 at 4:50 PM, Staff C documented Resident #3 was admitted to the hospital, had one surgery on her right heel and was scheduled for a second surgery the next morning.</p> <p>The facility wound care physician had an initial visit with the resident on 12/14/22. She noted the size of the wound to be 8 cm 8 x cm by a non measurable depth. At that time, the wound was 30% necrotic (non-viable, dead tissue) and 70% eschar (dried necrotic tissue).</p> <p>The wound care physician assessed the wound weekly and gave orders for daily wound care treatments to be completed by the facility staff. Each week the wound notes reflected the wound</p>				
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	<p>to be a non measurable depth. Recommendations were made to float her heel when in bed, to wear a Prevalon boot, and reposition per facility protocol. On the weekly visit on 1/20/23, the wound was noted to have deteriorated.</p> <p>On 4/10/23 at 12:45 PM, a family member of Resident #3 stated the resident was still hospitalized from being sent to the hospital on 1/24/23 from the facility and the wound on her heel was the reason for the prolonged hospitalization.</p> <p>On 4/12/23 at 2:14 PM a family member of Resident #3 stated the resident had 4 surgeries so far during the prolonged hospitalization including bone grafts. She stated more surgeries were likely going to be needed in the future and the resident currently had a wound vac on the wound. She also stated the facility had never contacted her regarding this wound until a few days prior to the hospitalization.</p> <p>On 4/13/23 at 8:05 AM the Director of Nursing (DON) stated her expectation if a wound is found on a resident is to report that to the Assistant Director of Nursing (ADON) who also acts as the</p>			
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	<p>facility skin/wound nurse. Further her expectation is to notify the nurse practitioner or physician and get orders and interventions in place. At the time of a new wound being found, she stated her expectation to be the wound to be measured and documented using a Skin Assessment and documented weekly.</p> <p>On 4/13/23 at 9:45 AM the ADON stated the nurse who was first aware of a wound is expected to measure and document the wound and to notify the physician and obtain orders and to initiate for the wound physician to begin weekly visits.</p> <p>On 4/13/23 at 10:30 AM the MDS Coordinator stated she was working the floor on 11/30/22 when one of the Certified Nurse Aides told her about the heel wound on Resident #3. She stated she remembered looking at the wound and telling the ADON about it. She also said the normal procedure if a new wound was found is to note the location and measurements of the wound and give that information to the ADON. The ADON would then notify the facility medical director or wound doctor and get orders and notify the family.</p>			
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	<p>On 4/13/23 at 2:50 PM, Staff A, ARNP stated she recalled one of the staff nurses informing her initially the heel was boggy. She ordered a wound culture and initiated antibiotics. She stated she initiated the wound doctor to begin seeing the Resident.</p> <p>On 4/13/23 at 4:05 PM Staff E, Registered Nurse (former employee) stated she worked the overnight shift at the facility. She stated she was unaware of the resident's wound until 12/9/22 and had never been told about it in report. She said one of the CNA's mentioned it to her and asked her to assess it. She stated she could smell it when she entered the room and it "smelled like gangrene". She removed the dressing which was dated 12/1/22. It had a horrid odor and slough was present. She stated she sent faxes to the wound physician and the primary care physician and reported to the day shift the Resident needed to be seen immediately and notified the DON. Staff E said the lack of care the residents in the facility get is why she is no longer an employee. She described the care as horrific. She said when she would arrive to work the night shift, multiple day shift medications were often not given. She noted the resident was a night owl and often</p>			
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	<p>would not go to bed until the middle of the night and normally had a sock and a shoe on her foot. Her other leg was amputated and she used that foot to self propel in her wheelchair. She stated she did not have any heel protectors or any preventatives in place for the wound until she initiated them the early morning hours of 12/9/22.</p> <p>On 4/14/23 at 2:11 PM Staff C, LPN stated the first time she saw the heel wound on the Resident it was just boggy and had treatments for betadine. She said for the next several weeks she was scheduled on the other side of the building and did not care for the resident during that time period. When she was next scheduled on the hall the Resident resided on, the wound had significantly worsened and the smell from the wound was present in the hallway. This was on 1/24/23 and she then sent the resident to the hospital. She stated the normal protocol for a new wound is to get orders for a dressing and treatment and place and note in the box for the physician to assess on next rounds to the facility. A skin assessment should be placed in the Electronic Health Record.</p> <p>On 4/14/23 at 3:08 PM, Staff F, ARNP stated she was aware of the resident but did not know her</p>			
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	<p>well. She stated the resident had comorbidities of diabetes and poor nutrition and heart failure and often refused cares. She stated she felt the development of the wound was not avoidable due to comorbidities and behaviors.</p> <p>On 4/14/23 at 3:52 PM the Wound Care Physician state the wound was very advanced upon her initial assessment of the Resident. She stated during her visits she provided education to the resident to elevate the heel. She was aware the resident did refuse treatments at times. She stated with the resident's diabetes and history of a similar wound leading to amputation on her other leg that complications were likely for the Resident.</p> <p>On 4/18/23 at 9:10 AM, a hospital physician who has cared for the resident throughout the hospitalization stated upon admission to the hospital the wound was a Stage IV pressure ulcer with bone being visible. She stated it may have started out as a diabetic foot ulcer and progressed to a Stage IV pressure wound. She stated she would consider Resident #3 to be a high risk for development of wounds due to her history of this type of wound, her diabetes, and her behaviors. She stated in her medical opinion, Resident #3</p>			
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	<p>should have been hospitalized earlier than she was and surgical intervention was needed earlier. She felt the initial development of the wound was likely not avoidable but a higher level of treatment should have been sought earlier than it was.</p> <p>On 4/18/23 at 10:50 AM, the DON stated the facility has weekly Risk meetings and skin issues are discussed. She stated the facility has no policy regarding doing regular foot checks on diabetic patients. She stated her expectation if a resident refuses cares is to re-approach the resident later in the shift. If the resident continues to refuse cares the Nurse Practitioner should be notified and follow up with the resident.</p> <p>On 4/18/23 at 11:10 AM, the Registered Dietitian stated she was only aware the resident had a wound on her foot which required antibiotics. She stated she was not aware it was a pressure wound or that it was severe. She stated during the time frame Resident #3 admitted to the facility weekly skin assessments were not being done which is against corporate policy. She stated this is something the DON has been working on but while it's improving it's still a work in progress. She stated wounds are discussed in weekly</p>			
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	<p>meetings but she normally attends via telephone and the discussion is normally very brief and not detailed.</p> <p>On 4/18/23 at 12:45 PM, the Therapy Coordinator stated Resident #3 was very non compliant. She frequently refused therapy due to the pain from the wound. He stated he has seen dressings on residents dated several days old and seen residents not wearing pressure relieving boots as they are supposed to. He further stated he has had conversations with multiple staff regarding these issues.</p> <p>The policy Skin Evaluation dated 12/28/22 included the following points:</p> <ul style="list-style-type: none"> • Residents will have a head to toe skin evaluation performed and documented on a routine basis. • Any skin abnormalities identified through this evaluation may be documented in Interdisciplinary Notes. • The Unit Manager/Wound Nurse will review and sign the Skin Observation Tool 			
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58.28(3)e	<p>if documented manually. The signature indicated follow up, documentation and care plan interventions have been implemented.</p> <p>481—58.28(135C) Safety. The licensee of a nursing facility shall be responsible for the provision and maintenance of a safe environment for residents and personnel.</p> <p>58.28(3) Resident safety. e. Each resident shall receive adequate supervision to protect against hazards from self, others, or elements in the environment. (I, II, III)</p> <p>Description:</p> <p>Based on observations, resident, staff and family interviews, record review, and policy review, the facility failed to provide safe mechanical lift transfers for 5 of 7 residents reviewed (Residents #4, #7, #14, #16, and #18). The facility failed to transfer residents safely by not following the Hoyer lift recommendations and locking the lift</p>	I	\$6,250 Held in Suspension	Upon Receipt
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	<p>while raising the resident, not having a clear process in place to ensure staff were using the appropriate sling for transfers, and allowing a non-certified staff to assist in the Hoyer transfer.</p> <p>The facility identified a census of 69 residents.</p> <p>Findings include:</p> <p>1. Resident #4's Minimum Data Set (MDS) assessment dated 1/13/23 identified a Brief Interview for Mental Status (BIMS) score of 8, indicating moderately impaired cognition. The MDS indicated Resident #4 required extensive assistance of one person for bed mobility, total assistance of two persons for transferring, and total assistance of one person for toilet use. Resident #4 was always incontinent of bowel and bladder and used oxygen therapy. The MDS included diagnoses of diabetes mellitus, anemia, heart failure, multiple sclerosis, non-Alzheimer's dementia, depression, schizophrenia, respiratory failure, and osteomyelitis of the vertebrae.</p> <p>The Care Plan initiated 5/13/16 and a revision date of 2/16/23, had a fall risk focus area, with a goal for the resident to not sustain any preventable</p>			
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	<p>serious injury if a fall should occur. Interventions directed staff to be sure the call light was within reach, half side rail in place for ease in bed mobility and safety, encourage participation in activities that promote exercise, physical activity for strengthening and improved mobility, ensure that resident was wearing appropriate footwear when ambulating or in the wheelchair, follow facility fall protocols, and provide the resident a safe environment with even floors free from spills and/or clutter; adequate, glare-free light; a working and reachable call light. Provide resident with activities that minimize the potential for falls while providing diversion and distraction and have physical therapy (PT) evaluate and treat as ordered and as needed.</p> <p>The Care Plan initiated 3/13/16 also had an activities of daily living (ADL) self-care performance deficit focus area related to activity intolerance, muscle weakness, obesity, and fatigue with a goal that the resident would maintain their current level of function in bed mobility, transfers, eating, dressing, toilet use, and personal hygiene. Interventions directed staff to encourage the resident to utilize half side rails for increased bed mobility, encourage resident to be up in the</p>			
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	<p>wheelchair for meals, assistance of one staff person for bed mobility and dressing and the resident required mechanical aid (Hoyer) and assistance of two staff for transfers.</p> <p>A fall Incident Report dated 2/12/23 at 8:34 PM documented the resident was found lying on the floor with her feet facing the bed and a pillow under her head. Blood noted to be coming from the back of the residents head. Per staff the resident was being transferred from the wheelchair to bed by full mechanical lift (Hoyer) and assistance of two staff when she fell sideways out of the lift after the Hoyer sling caught on the wheelchair arm. The Hoyer sling was still on the lift and the bottom straps observed to not be crossed. The resident was assessed and a laceration viewed to the back of the scalp after flushing the area. The ambulance was called to transport to the emergency room for further assessment. Vital signs were stable at (T), Temperature 97.4, (HR) Heart Rate 96, (R) Respirations per minute 20, (BP) Blood Pressure 127/54, and (PO2) pulse oximeter of 94% on room air. Neurological assessment intact and pupils were equal and reactive to light. Resident was oriented to person, place, and situation.</p>			
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Facility Administrator

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Health Facilities Division
Citation**

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	<p>Predisposing environmental factors included clutter, poor lighting, food on the floor, and crowding. Predisposing physiological factors included impaired memory. The Physician was notified of the fall at 8:57 PM.</p> <p>A progress note dated 2/12/23 at 8:56 PM, documented the resident was found lying on her back with her feet facing the bed on the floor with a pillow under her head. Blood noted to be coming from the back of the residents head. Per the Certified Nursing Assistant (CNA) the resident was being transferred from the wheelchair to bed by full mechanical lift (Hoyer) and assistance of two staff and fell sideways out of the lift after the Hoyer sling caught on wheelchair arm. The Hoyer sling was still on the lift and the bottom straps observed to not be crossed. Vital signs were stable and neurological assessment intact. Laceration observed to back of the head. The Emergency Medical Technician's (EMT's) were notified of need for transfer of the resident due to a head injury.</p> <p>A progress note dated 2/13/23 at 1:28 AM, documented the resident returned to the facility at 1:10 AM via ambulance from the emergency</p>			
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	<p>room. Documents received stated the resident was treated for injuries sustained from a fall earlier. Diagnosis of laceration of the scalp. The resident received 5 staples to the laceration on the back of her head. The computerized tomography (CT) scans of the cervical spine and head without contrast were both negative. Hospice was notified of residents return to the facility and will come to the facility to assess and readmit to hospice. Resident resting in bed with no complaints of pain, call light in reach and vital signs stable.</p> <p>A physician progress note dated 2/13/23 at 11:58 PM, documented the resident was seen to follow up with an injury to resident's posterior head and post hospital visit. Resident returned to the facility with staples in her posterior head laceration. Surrounding skin was red with no drainage. The resident complained of pain rating at 5 out of 10 and her pain was managed by Tylenol. Resident was awake and alert. Lungs were clear to auscultation, respirations were even and unlabored. Pulse oximeter 97%. Posterior head laceration noted to have some swelling, erythema, and staples. Resident was alert, awake, and oriented to self. Plan was to monitor laceration to posterior head for bleeding, use Tylenol for pain,</p>			
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	<p>monitor for signs and symptoms of infection, and notify the provider of metal status changes.</p> <p>In an observation on 4/13/23 at 1:50 PM, Staff G, Certified Nursing Assistant (CNA) and Staff H, CNA transferred Resident #4 from her wheelchair into her bed. Staff G, CNA removed resident's oxygen and the liberator (portable oxygen tank) was turned off. They hooked the sling up to the locked Hoyer using the green loops on the top and the purple loops on the bottom. The resident was instructed to cross her arms and hug herself and she complied. Staff H, CNA used the remote to raise the resident out of the chair. Staff H, CNA unlocked the Hoyer and steered the Hoyer so the resident was positioned in the center of the bed and lowered her down. The sling was removed from the Hoyer. Oxygen was applied once laid down in bed.</p> <p>In an observation on 4/18/23 at 9:40 AM, Staff I, CNA and Staff J, CNA completed a Hoyer transfer for Resident #4 from her wheelchair to bed. Oxygen was removed prior to the transfer. Staff J, CNA placed the Hoyer from the side of the chair with legs apart and it was locked. The sling was a bariatric sling and did not have straps</p>			
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	<p>that crisscross under the legs. The staff reported this was the same sling that is always used for this resident. The staff hooked the sling up to the Hoyer using the purple loops on the bottom and the green loops on the top. She was raised up out of the chair, the Hoyer was unlocked and the staff guided to the center of the bed and gently lowered onto the center of the bed. She was rolled side to side and the sling was removed from under her. Staff reapplied resident oxygen and covered her up. The call light was given to resident.</p> <p>In an interview on 4/12/23 at 12:21 PM with Resident #4's Power of Attorney (POA), he stated that the facility was not always the best at updating him on changes in Resident'#4's condition. He stated he recalled an incident in February when the resident fell from a Hoyer and was sent to the hospital and the facility never notified him. He stated he was notified by the hospital when she was admitted for the night but not by the facility. He stated he had a long conversation with the Administrator about this and it has been better since.</p> <p>In an interview on 4/18/23 at 12:22 PM, the Assistant Director of Nursing (ADON) stated it is</p>			
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	<p>the expectation that all Hoyer and EZ Stand transfers be completed with two staff without exception.</p> <p>In an interview on 4/18/23 at 1:05 PM, the Administrator acknowledged Staff L, CNA was involved in the fall from the Hoyer with Resident #4. Staff L, CNA terminated her position on the night of the fall (2/12/23). The administrator reported per punch detail, Staff L, CNA punched out at 10:19 PM and wrote a note stating that was her last day. He stated she was very upset over the fall and she was not transferring Resident #4 with the Hoyer by herself, she had another staff person with her (Staff M, CNA). The Administrator did report that she had been involved in a fall from a Hoyer a few weeks prior in which she was transferring using the Hoyer by herself. He stated they had done a lot of education with Staff L, CNA on this and she was not doing Hoyer transfers by herself any longer.</p> <p>On 4/18/23, the Administrator provided a written statement from Staff M, CNA stating that he worked in the facility on 2/12/23 and he was walking past a room with a resident slid down in her chair on the opposite hall he was working. He</p>			
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	<p>reported it to Staff L, CNA and they both entered the resident's room and helped guide Resident #4 to the floor in a lying position. Staff L, CNA then left to get a Hoyer and brought it into the room and they adjusted the sling behind the residents back as the resident was on the floor. They hooked the resident up to the Hoyer lift. As Staff L, CNA was raising the Hoyer, the resident shifted herself to the right. Staff M, CNA told Staff L, CNA to stop but the resident shifted herself so fast Staff L, CNA did not have time to react causing the resident to fall out of the sling onto the floor hitting her head on the back right of the Hoyer lift. Staff L, CNA immediately went and got the nurse and the nurse called 911 because the fall caused injury to the resident's head. The ambulance arrived and took the resident to the hospital.</p> <p>In a phone interview on 4/19/23 at 9:23 AM, Staff O, Registered Nurse (RN) stated Staff L, CNA came and got her to report resident #4 fell and was on the floor and had a head laceration. Staff O, RN was agency and she did not know the resident so was unsure of her baseline. Staff reported to her they were Hoyer transferring the resident from the chair and she fell out the right</p>			
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	<p>side of the sling. The resident was on the floor when she entered the room and a pillow was under her head. Resident #4 was covered with a blanket as she reported feeling cold. Staff O, RN reported she completed an assessment, vital signs were taken and a neurological assessment was completed and were intact. Staff O, RN left the room to get the resident's chart and items for the laceration to the back of her head. Upon return she completed another assessment and vital signs, pulse oximeter, and neurological assessment were done. Resident remained on the floor in the same position until the ambulance arrived as she didn't want to move her. Staff O, RN stated neither staff involved mention to her at all that resident had been lowered to the floor and that they were completing a Hoyer transfer off the floor. They stated it was from the wheelchair and the Hoyer sling had caught on the arm of the wheelchair. She questioned if the sling was to be crisscrossed under the resident's leg and she was informed the resident didn't use that type of sling and that the sling was correctly put under the resident and she was correctly hooked up to the lift.</p> <p>In a phone interview on 4/19/23 at 9:55 AM, Staff L, CNA reported she did work on 2/12/23 and was</p>			
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	<p>involved with the fall from the Hoyer for Resident #4. She reported she was working with another CNA who was agency and a male (Staff M, CNA). At around 7:40 PM, he notified her that the resident was attempting to get out of her wheelchair or was sliding out of the wheelchair. She entered the room to assist him. She noted the resident was sliding out of the chair and the staff were not able to lift her back up into the chair. They made the decision to lower her to the floor. She was laid on the floor on her back. She then went to find a Hoyer to lift the resident back into her chair but it took her about 5 minutes to locate and get the Hoyer back to the room. She was unsure if a nurse was notified of the resident being on the floor. She stated she did not notify the nurse. They used the sling that had been under her in the wheelchair and tucked it under her so they could hook her up to the Hoyer. Hooked her up to the machine using the black loops on the top and the green loops on the bottom. She was positive the sling was correctly hooked to the lift and they left the sling attached to the machine after the incident. She reported she was running the controls and the other male CNA was located behind the wheelchair with the residents feet pointed towards him. She stated the resident's</p>			
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	<p>head was pointed toward her and no one was touching her as they couldn't reach her. The wheelchair was in the way for him and she couldn't reach around Hoyer to touch her while running the control. She stated she got the resident about half way up and the male CNA stated "Her arm!" She stated she immediately stopped the machine but the resident then slid out the right side of the sling. She reported the residents head, arm, shoulder, and chest area came out the side of the sling and she hit her head on the base of the lift. Staff L, CNA then lowered the lift back down and went and found the nurse on the 100 hall. The nurse came to the resident's room and assessed her. Staff L, CNA reported she did raise the residents head enough to put a pillow under it for comfort. She reported she left the room to go answer a light and assist another resident. She stated they used the sling that had been under her in the wheelchair and she was not aware of a chart for sizing of Hoyer slings. She stated she was not aware of any other residents falling out of a Hoyer and never anyone under her care.</p> <p>In an interview on 4/19/23 at 11:51 AM, the DON stated that Staff M, CNA (agency) was involved in the fall from the Hoyer for Resident #4, and</p>				
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	<p>returned to the facility the next morning and talked to them about the incident. He took the DON and Staff N, OTA/Therapy Coordinator to the room and showed them with the Hoyer what had happened.</p> <p>Per an email sent on 4/25/23 at 4:40 PM, Staff P, Regional Director of Operations reported he had interviewed Staff M, CNA and he had reported he had worked one shift at the facility on 2/13/23 and remembered the incident with Resident #4. He reported the resident was sliding from her chair and so she was lowered by staff to the floor. Staff got the mechanical lift to get her up off of the floor. While the resident was in the lift on the floor she began moving around and hit her head on the tan cover at the base of the lift that covers the leg separation bar. There was no malicious intent by the other staff he was with, the resident just hit her own head.</p> <p>In a phone interview 4/26/23 at 9:22 AM, Staff M, CNA reported that he did speak with Staff P, Regional Director of Operations yesterday while he was at work. The email statement that was sent by Staff P, Regional Director of Operations from their interview yesterday and was reviewed with</p>			
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	<p>him. Staff M, CNA's original write up regarding the incident was then reviewed with him. He stated he remembers the night as it was Super Bowl Sunday. He stated he felt the place was very short staffed. He reported he was not actually working in the hall that the resident was in but noted her to be sliding out of her chair when he walked by. He immediately got a hold of Staff L, CNA and they went into the room to assist her. The resident was slid all the way down in the chair. So they lowered her to the floor and placed her sling under her. At that point Staff L, CNA went to get a Hoyer to lift her up. He stated once she was back with the lift they hooked the resident up to the Hoyer and Staff L, CNA was running the controls and he was located at the residents feet. He stated he felt that Staff L, CNA may not have been paying the closest attention to what she was doing as she was arguing with the roommate at the same time she was running the lift. He stated he did not feel that she had any malicious intentions but maybe wasn't paying the closest attention to what she was doing. He said Staff L, CNA began to lift the resident using the controller. He said that the resident was maybe a foot or so off the ground and he thought maybe she got scared and jolted herself to the right a bit and her right arm</p>			
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	<p>came out and then she jolted to the right one more time before Staff L, CNA could stop the lift and her right arm, then her head and upper body came out of the right side of the sling and fell to the floor and resident struck her head on the base of the Hoyer. He stated her bottom half remained in the sling but her top half came out the side. He stated Staff L, CNA immediately lowered the Hoyer back to the floor. Staff L, CNA then went and got the nurse and he stayed with the resident until the nurse arrived. He could see the back of her head was bleeding. He also reported he asked both Staff L, CNA and the nurse what kind of action needed to be taken with an incident like this and they both said nothing different than any other fall.</p> <p>2. Resident #7's MDS assessment dated 3/17/23 identified a BIMS score of 14, indicating intact cognition. The MDS indicated Resident #7 required extensive assistance of one person for bed mobility, total dependence of two people for transfers, and total dependence of one person for toilet use. Resident #7 was wheelchair dependent and always incontinent of bowel and bladder. The MDS included diagnoses of diabetes mellitus, thyroid disorder, Alzheimer's dementia, cerebral</p>			
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	<p>palsy, non-Alzheimer's dementia, seizure disorder, depression, schizophrenia and suicidal ideation.</p> <p>The Care Plan initiated on 7/27/18 with a revision date of 4/7/23, revealed a fall risk focus area related to cognition and being unaware of safety needs and cerebral palsy and a goal that the resident will have no unaddressed falls. Interventions directed staff to anticipate and meet resident needs, encourage resident to wear gripper socks, follow therapy recommendations for transfers and mobility - assist of two people for Hoyer lift transfers, place call light in reach, and skid strips next to bed.</p> <p>The Care Plan initiated on 7/27/18 with a revision date of 4/7/23, also had an ADL self-care performance deficit focus area related to cerebral palsy with a goal the resident maintain their current level of function. Interventions directed staff to encourage the resident to utilize half side rails for increased bed mobility, one person assistance with bed mobility and assistance of two staff with transfers - Hoyer lift only.</p> <p>In an observation on 4/12/23 at 2:00 PM, Staff Q, CNA and Staff R, CNA completed a Hoyer</p>				
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	<p>transfer for Resident #7. The resident was sitting in her wheelchair and had the Hoyer sling in place under her. They brought the Hoyer in and hooked her up to it using the blue loops on the top and the purple loops on the bottom. The Hoyer legs were spread and the Hoyer machine was locked. Staff Q, CNA then used the remote to raise the resident into the air and then the machine was unlocked and steered around with Staff R, CNA assisting to guide the resident until she was centered over the bed. She was encouraged to give herself a hug during the transfer. Once she was centered over the bed she was lowered onto the bed and unhooked from the machine. The resident tolerated the process well. The sling was removed from under her by rolling her side to side.</p> <p>3. Resident #14's MDS assessment dated 3/1/23 identified a BIMS score of 15, indicating intact cognition. The MDS indicated Resident #14 required total dependence of one person for bed mobility and toilet use and total dependence of two people for transfers. Resident was always incontinent of bowel and bladder and was wheelchair dependent. The MDS included diagnoses of atrial fibrillation, diabetes mellitus, thyroid disorder, arthritis, anxiety disorder,</p>			
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	<p>depression, respiratory failure, and morbid obesity.</p> <p>The Care Plan initiated on 2/28/22 with a revision date of 4/7/23, revealed an ADL self-care performance deficit activity intolerance focus area related to impaired balance and limited mobility and a goal to maintain current level of function with ADL. Interventions directed staff to assist with bed mobility using two people, encourage to discuss feelings about self-care deficit, praise all efforts at self-care, and Hoyer transfers with assistance of two people.</p> <p>In an interview on 4/19/23 at 2:35 PM, Resident #14 stated she had been a Hoyer lift transfer since admitting to the facility. Staff used the same style and size sling for all transfers. They normally use two staff for her transfers but Staff L, CNA had transferred her alone a couple of times but nothing recent. Felt secure most of the time with her transfers except when the transfer was being completed with one staff person.</p> <p>4. Resident #16's MDS assessment dated 2/13/23 identified a BIMS score of 15, indicating intact cognition. The MDS indicated Resident #16</p>				
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	<p>required extensive assistance of one person for bed mobility, total dependence of two people for transfers, and total dependence of one person for toilet use. She was wheelchair dependent, used oxygen, and always incontinent of bowel and bladder. The MDS included diagnoses of heart failure, renal insufficiency, cerebrovascular accident, hemiplegia, anxiety disorder, depression, bipolar disorder, schizophrenia, and chronic obstructive pulmonary disease.</p> <p>The Care Plan initiated on 2/10/22 with a revision date of 4/20/22, revealed an ADL self-performance deficit with a goal to maintain current level of function with ADL's. Interventions directed staff to assist resident to turn and reposition in bed, encourage use of enabling bars/side rails to maximize independence with turning and repositioning in bed, allow sufficient time for dressing and undressing, and requires the assistance of two people for Hoyer transfers.</p> <p>A fall Incident Report dated 1/9/23 at 3:04 PM, documented the nurse was alerted to Resident #16's room by a loud noise and yelling coming from the resident's room. The nurse arrived and</p>			
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Facility Administrator

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Health Facilities Division
Citation**

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	<p>observed the resident resting with her head and torso supported in the lift sling and her legs in the wheelchair under the armrest. The Hoyer sling was attached to the lift and the Hoyer lift was tipped sideways with the lift portion between the resident's legs and on her groin. The resident was assisted to the floor with the sling and the assistance of six staff. Resident was assess for injury and it was noted the resident had bruising and raised and abraded areas on her inner thigh. Resident had functional range of motion per her baseline but complained of left hip pain. While being assessed, the resident's eyes rolled back and her body began to shake. Her eyes were fixed open and she was not responsive to verbal or physical stimuli. The nurse directed staff to call 911 and the resident was having suspected seizure activity. Paramedics arrived and transported the resident to the hospital for evaluation. Immediate action: Resident was assisted to the floor, assessed for injury and sent to hospital via ambulance. Resident noted to have an abrasion to front of left thigh. Resident oriented to person. Predisposing environmental factors included clutter, furniture, crowding, and equipment malfunction. Physician was notified of incident.</p>			
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	<p>A progress note date 1/9/23 at 3:41 PM, documented the nurse was alerted to Resident #16's room by a loud noise and yelling coming from the room. The nurse arrived and observed the resident resting with her head and torso supported in the lift sling and her legs in the wheelchair under the armrest. The Hoyer sling was attached to the lift and the Hoyer lift was tipped sideways with the lift portion between the resident's legs and on her groin. Resident was assisted to the floor with the lift sling and the assistance of six staff. Resident was assessed for injury and it was noted that she had bruising and pinched areas on her inner thigh. Resident had functional range of motion per her baseline but complained of pain. While being assessed, the resident's eyes rolled back and her body began to shake. Her eyes were fixed open and she was not responsive to verbal or physical stimuli. The nurse directed staff to call 911 as the resident was having suspected seizure activity. Paramedics arrived and transported the resident to the emergency room for evaluation.</p> <p>A progress note dated 1/9/23 at 11:24 PM, documented Resident #16 returned to the facility at approximately 10:00 PM via ambulance.</p>			
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	<p>Resident was found to have a clear CT scan and x-rays showed no broken bones or fractures. The resident reported her tailbone and bottom were sore. Resident was given her bedtime medications which included pain medication. Vital signs were stable upon arrival back to the facility (T - 97.8, HR - 74, R - 20, BP - 122/86, and oxygen level was 96% on room air). Resident voiced no other concerns at that time.</p> <p>A physician progress note dated 1/11/23 at 6:29 PM, documented resident had a fall on 1/9/23 from a malfunction of the Hoyer and landed on her back. She was transported to the emergency room. A head CT, back and hip x-ray was done. Hip x-ray was negative for fracture but it did show a contusion of the hip. The head CT was unremarkable. Today she complained of occipital headache, onset was after the fall on 1/9/23, describes it as intermittent throbbing and rates the pain at a 5. She was seen for post emergency room visit. No acute distress and oriented x 4. Plan: Celebrex 100 milligrams (mg) by mouth twice daily as needed for headache as previously ordered, utilize Tylenol as previously ordered and notify the provider with any changes.</p>				
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	<p>In an interview on 4/19/23 at 11:51 AM, the DON acknowledged the fall from a Hoyer involving Resident #16 had occurred when Staff L, CNA was operating the Hoyer without a second person at the time. She stated she was not aware of other staff operating mechanical lifts independently.</p> <p>In an interview on 4/25/23 at 8:10 AM, Staff N, OTA/Therapy Coordinator reported he held several in-services throughout the week following the incident with the Hoyer tipping and a staff person using the mechanical lift independently. He stated the in-service consisted of them watching a YouTube video and then they worked in groups of two and practiced Hoyer transfers of a person from the bed to the wheelchair and then back to bed. He stated he observed and let them do the transfers unless he saw a concern, then he would educate and correct at the time. He stated Staff L, CNA did attend the in-service and completed the transfer perfectly. He stated that he feels she knew exactly how to complete the transfers but it was a behavior thing that she chose to take short cuts.</p> <p>5. Resident #18's MDS assessment dated 2/17/23 identified a BIMS score of 3, indicating severely</p>				
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	<p>impaired cognition. The MDS indicated Resident #18 required total dependence of one person for bed mobility and toilet use and total dependence of two people for transfers. Resident was wheelchair dependent and had a feeding tube. Resident was always incontinent of bowel and bladder. The MDS included diagnoses of anemia, cerebrovascular accident, altered mental status, and dysphagia.</p> <p>The Care Plan initiated on 9/9/13 with a revision date of 12/9/21, revealed a fall risk focus area related to dementia, inability to recognize safety issues, poor gait/balance, and need for assistance with transfers with a goal to not sustain any preventable serious injury. Interventions directed staff to ensure proper footwear with transfers or in wheelchair, anticipate and meet resident needs, ensure call light is available and encourage to use for assistance, encourage participation in activities that promote exercise, physical activity for strengthening and improve mobility, non-skid strips in place next to bed, and half side rail on bed to help roll herself from side to side.</p> <p>The Care Plan initiated on 9/9/13 with a revision date of 12/9/21, revealed an ADL self-care</p>				
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	<p>performance deficit focus area related to a history of transient ischemic attack, muscle weakness, contractures/hemiparesis, and cognitive deficits related to dementia with a goal to not have any preventable decline in the resident's current level of function in ADL's. Interventions directed staff to utilize one person to check and change resident, anti-slip one way slide in wheelchair at all times due to repeated falls, use her wheelchair for locomotion, use two people for all Hoyer transfers, and encourage the resident to participate to the fullest extent possible with each interaction.</p> <p>In an observation on 4/20/23 3:50 PM, Staff S, CNA and Staff T, Hospitality Aide performed a Hoyer transfer for Resident #18. The resident was sitting in her wheelchair with the Hoyer sling in place. The resident's daughter present for transfer. Staff T, Hospitality Aide was running the Hoyer. Staff S, CNA was placing the sling on the boom of the Hoyer. Top loops were on the green and the bottom loops were on purple. The Hoyer was not locked. Staff T, Hospitality Aide raised the boom of the lift and the resident's daughter assisted as the resident's left foot had foot drop and started to get stuck under the lift. The daughter assist in guiding the resident's legs. The</p>			
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	<p>wheelchair was pushed back towards the other side of the room and the resident was lowered to the bed.</p> <p>Staff T, Hospitality Aide has been employed at the facility since 11/23/22 and worked as a dietary aide and moved into the hospitality aide position on 2/26/23.</p> <p>In an interview on 4/20/23 at 4:23 PM, The Administrator stated Staff T, Hospitality Aide would be sent to CNA class. She hadn't started things yet so they hadn't enrolled her yet.</p> <p>The facility provide Hospitality Aide policy identified that no hands on care is allowed in this position.</p> <p>In an interview on 4/19/23 at 11:51 AM, the DON stated she wasn't sure but thought staff measured the resident to decide what kind and size of sling a resident should use with the Hoyer lift. She stated there is normally one sling in the room unless it gets dirty and then it is replaced with the same type and size sling that was in there previously.</p>			
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	<p>In an interview on 4/19/23 at 1:00 PM, the Administrator reported the Maintenance Supervisor performed monthly preventative maintenance on the Hoyer lifts in the facility to ensure they are functioning properly and that the wheels are cleaned.</p> <p>The facility provided copies of the mobile lift safety inspection completed monthly by the Maintenance Supervisor on the following dates: 12/19/22, 1/20/23, 2/27/23, and 3/20/23. It instructed that any items identified as poor condition should be removed from service.</p> <p>In an interview on 4/19/23 4:15 PM, Staff U, CNA reported she had worked at the facility for 18 years. She stated it was her practice to place the Hoyer lift in the position to transfer the resident and locked the wheels. She then secured the resident in the sling and left the wheels locked. Once the resident was raised in the lift, the wheels were unlocked to transfer the resident to the bed/chair. She stated two people should complete all Hoyer transfers.</p>			
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	<p>In an interview on 4/24/23 at 9:44 AM, the Administrator reported that the type and size of Hoyer sling used was based on height and weight.</p> <p>In an interview on 4/25/23 at 11:42 AM, the DON stated it was the expectation that all mechanical lifts be completed utilizing two staff members. She stated it should be either nurses or CNA's completing the transfers.</p> <p>Per an email received from the Administrator on 4/25/23 at 12:18 PM, he stated the facility did not have any Hoyer education provided to agency staff because they had not used any CNA agency staff since March 6, 2023. He further stated the process for assigning slings to resident that utilized mechanical lifts for transfers was that it was identified on admission if any residents was going to need special equipment by the Admission Coordinator, DON, and ADON. He also stated most resident use a medium size Hoyer sling.</p> <p>The Drive Medical Hoyer 4A2101000153D, Model 13244 had a warning sticker on the lift stating the wheels must remain unlocked during transfers. If the wheels are in the locked position it can affect stabilization during the lift procedure.</p>			
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	<p>On 5/1/23 at 11:06 AM, the Administrator reported the facility did not have any policy related to Hoyer transfers.</p> <p>Facility Response:</p>			
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