

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

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|--|----------------------------|-----------------------------|---------------------------------|----------------------------|
| Citation Number: 6784 | | Date: April 11, 2018 | | |
| Facility Name: QHC Winterset North | | Survey Dates: | | |
| Facility Address/City/State/Zip 411 East Lane | | MW | March 14-15 & March 19-21, 2018 | |
| Rule or Code Section | Nature of Violation | Class | Fine Amount | Correction date |

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| 58.19(2)j | <p>Medication and treatment. 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.</p> <p>DESCRIPTION:</p> <p>Based on clinical record review, facility policy review and resident, physician and staff interviews, the facility failed to properly assess and intervene after significant condition changes for 2 of 36 residents reviewed (Residents #6 and #49). The facility reported a census of 61 residents.</p> <p>Findings include:</p> <p>1. The MDS (minimum data set) assessment dated 12/8/17 listed depression, dementia, Parkinson's disease, psychotic disorder and</p> | I | \$10,000 (Held in Suspension) | UPON RECEIPT |
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| | <p>cognitive communication deficit as Resident #6's diagnoses. The MDS also noted his cognitive skills for daily decision making as severely impaired. According to the MDS, Resident #6 required extensive assistance of one for most ADLs (activities of daily living).</p> <p>The 12/7/17 care plan documented that Resident #6 had ADL deficits related to severe dementia and very poor cognition. The Care Plan instructed staff to help him be safe in his environment and provide one to one supervision whenever necessary. The care plan also instructed staff to assess his behaviors for a decline and report the changes to the doctor. The care plan also noted Resident #6's risk for skin breakdown related to incontinence and sitting or lying for periods of time. The care plan directed staff to follow the facility protocol for skin issues, report them to the doctor as needed. The 12/14/17 addition to the Care Plan instructed staff to assist him with incontinence cares. A 12/21/17 revision instructed staff to anticipate the resident's needs.</p> <p>A Nursing Note dated 3/8/18 at 9:40 p.m. noted</p> | | | |
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| | <p>that Resident #6 slept most of the shift. The nurse documented that Resident #6 refused to eat or take medication.</p> <p>An untitled document (24 hour report) dated 3/9/18 of recorded information obtained during a shift to be relayed to the following shift noted that the day shift could not get Resident #6 to take his medication and the evening shift noted to push (encourage) fluids.</p> <p>A Nursing Note dated 3/9/18 at 8:30 p.m. noted that fluids had been encouraged but taken poorly on day two of follow up related to antibiotics.</p> <p>An untitled document dated 3/10/18 of recorded information obtained during a shift to be relayed to the following shift noted that Resident #6 was "OK" on the overnight shift, on antibiotic follow up on the day shift and refused supper and medication on the evening shift.</p> <p>A Nursing Note dated 3/11/18 at 2:27 p.m. and authored by Staff G, LPN, revealed that Resident #6 would not eat, take medication and was</p> | | | |
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| | <p>lethargic. The nurse also documented she faxed the doctor because Resident #6 had loose stools, very red skin and she requested if the doctor wanted a follow up UA (urinalysis) since the resident just completed a round of antibiotics for a UTI (urinary tract infection).</p> <p>A Physician Fax Order Request dated 3/11/18 notified that Resident #6 continued acting lethargic after just completing a round of antibiotics for a UTI. The nurse also noted that Resident #6 had loose stools, very red skin and she could not get him to take medication. The document noted the physician ordered a follow up UA (urinalysis) and lab tests the on 3/12/18 when he responded to the request.</p> <p>An untitled document dated 3/12/18 of recorded information obtained during a shift to be relayed to the following shift noted that Resident #6 was "OK" on the overnight shift, but hospitalized during the day shift and evening shift.</p> <p>After requesting the 3/8/18 and 3/11/18 24 hour reports, the current DON (Director of Nursing)</p> | | | |
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| | <p>stated she could not find those documents.</p> <p>A Nursing Note dated 3/12/18 at 10:31 a.m. and authored by the current DON revealed that Resident #6 was lethargic and unable to verbally respond to commands. The nurse also documented that Resident #6's mucus membranes were dry, his lips were cracked and bleeding, orbital (eye) sockets were sunken and he had poor skin turgor (can be associated to dehydration). The nurse noted that she obtained orders to have Resident #6 sent to the ER by ambulance.</p> <p>Nurse's Notes from Madison County Memorial Hospital noted that Resident #6 arrived in ER on 3/12/18 at 11:05 a.m. with diagnoses of altered mental status and acute kidney failure.</p> <p>The presentation dated 3/12/18 at 11:31 a.m. noted the presenting complaint as decreased LOC (level of consciousness) for 2 days, altered mental status, finished course of antibiotics for UTI last Wednesday and decreased oral intake. The ER assessment documented that Resident</p> | | | |
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| | <p>#6 appeared emaciated, malnourished and described his behaviors as listless, somewhat obtunded (lethargic) and only responded to stimulus.</p> <p>The ER physician's 3/12/18 exam report at 11:55 a.m. revealed a hard mass of the lower right and left abdomen and extreme distention (swollen and/or stretched) per nursing report on arrival. The doctor noted special observations as the resident being markedly cachectic with a superficial pressure sore on the right hip.</p> <p>The Patient Care Notes dated 3/12/18 at 1:01 p.m. and authored by an RN noted that Resident #6 finished antibiotics for UTI on Wednesday, had lowered LOC, mental status change and decreased output. The nurse noted they catheterized the resident in ER with significant dark urine output with moderate sediment present. The nurse documented Resident #6's eyes would not focus and he only responded to painful stimuli. The resident appeared very emaciated. While turning the resident, the nurse noted her observation of his rectum being dilated</p> | | | |
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| | <p>to the size of a half dollar with stool visible. The nurse documented that a small amount of very firm stool had been digitally removed before cleaning the resident's buttocks. The nurse also noted multiple areas of redness on the bony prominences. They admitted Resident #6 to the medical surgical floor at 1:49 p.m.</p> <p>The Patient Care Notes on 3/12/18 at 4:19 p.m. noted that Resident #6 met admission criteria as a sepsis (potentially life threatening complication of an infection) patient with significant mental status changes, severe dehydration and evidence of acute kidney failure.</p> <p>The Patient Care Notes on 3/12/18 at 7:30 p.m. noted Resident #6 lying in bed unresponsive to stimuli with a mass to the left abdomen about the size of a fist.</p> <p>The Patient Care Notes on 3/12/18 at 11:00 p.m. noted that Resident #6 had an extra large dark brown formed bowel movement.</p> <p>The Patient Report dated 3/12/18 of the results of</p> | | | |
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| | <p>an imaging test of the abdomen confirmed they saw a large amount of stool in the colon and determined the correlation for fecal impaction.</p> <p>The Patient Care Notes on 3/13/18 at 7:16 a.m. noted Resident #6 had an episode of an extra/extra large soft/hard bowel movement.</p> <p>The Patient Care Notes on 3/13/18 at 7:20 a.m. noted Resident #6 had been incontinent of a large amount of dark stool.</p> <p>The Patient Care Notes on 3/13/18 at 8:45 a.m. noted Resident #6 had been incontinent of a large amount of stool.</p> <p>The Patient Care Notes on 3/13/18 at 9:09 a.m. noted Resident #6 had been incontinent of large loose with hard bowel movement.</p> <p>The Patient Care Notes on 3/13/18 at 10:45 a.m. noted Resident #6 had been incontinent of large amount of dark stool.</p> <p>The Patient Care Notes on 3/13/18 at 11:02 a.m.</p> | | | |
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| | <p>noted Resident #6 had been incontinent of extra large soft bowel movement.</p> <p>The Patient Care Notes on 3/14/18 at 7:45 a.m. noted that Resident #6 's mouth, tongue and roof of his mouth were dry and bleeding.</p> <p>The Patient Care Notes on 3/14/18 at 9:45 a.m. noted the doctor discussed the treatment of C diff with the family. The family agreed to NG (nasogastric (through nose into stomach)) tube placement for administration of oral antibiotics.</p> <p>The Patient Care Notes on 3/18/18 at 3:17 a.m. documented they pronounced Resident #6 dead.</p> <p>An Employee Warning/Discharge Notice dated 3/14/18 documented that the previous DON had been terminated for negligence or carelessness, poor and/or disrespectful interpersonal communication skills and abandoning or failing to perform her job responsibilities. The documentation referred to the DON's failure to document a change in Resident #6's condition during the evening shift on 3/10/18 and also</p> | | | |
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| | <p>noted the DON had been suspended on 3/12/18 pending the outcome of an investigation. The document also referred to a 3/13/18 email correspondence provided by the Administrator about a conversation she had with Resident #6's family. The Administrator documented that Resident #6's son complained that his father's abdomen was distended; which was relieved once he expelled 1100 ml of urine when hospital staff catheterized the resident after being admitted on 3/12/18. The email also noted that the resident's son wanted to know why nobody noted the distention and took preventative measures. Resident #6's son also complained about the "lack of medication administration" since Thursday, extreme dehydration and that a fax had been sent to the doctor's office.</p> <p>An Employee Warning/Discharge Notice dated 3/16/18 documented that Staff G, LPN received a written warning for abandoning or failing to perform her job responsibilities. According to the document, Staff G failed to document the change in Resident #6's condition on the 3/10/18 day shift. The document also noted the LPN was</p> | | | |
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| | <p>being reprimanded for faxing the change of condition to the doctor on 3/11/18 over the weekend when the doctor's office was closed. A statement written by Staff A on the second page of the document noted that she spoke to Resident #6's family on 3/10/18 about monitoring the resident's behaviors and changes in status. The LPN wrote that she relayed information about Resident #6's change in status to the previous DON at shift change and asked her to assess the resident.</p> <p>A Nursing Note dated 3/18/18 at 6:08 a.m. noted that Resident #6's son notified them that his father died at 4:00 a.m. at the hospital.</p> <p>When asked for their protocol they used prior to Resident #6's 3/12/18 hospitalization, the current DON submitted a document titled Change of Condition-Resident Physician/GNP Notification. According to the document, the attending physician/NP (nurse practitioner) physician/NP on call should be notified of all changes in resident's condition or health status seven days a week between the hours of 8:00 a.m. and 10:00 p.m.</p> | | | |
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| | <p>The policy also directed that any change in condition, health status or incident should be reported to the attending physician or physician on call between 10:00 p.m. and 8:00 a.m. for acute symptoms that include significant changes in mental or psychosocial status or other conditions that are deemed necessary.</p> <p>The Policy and Procedure for the Prevention and Treatment of Skin Breakdown revealed the facility's policy as properly identifying and assessing residents whose clinical conditions increase the risk for impaired skin integrity, to implement preventative measures and to provide appropriate treatment according to the industry standards of care. According to their procedure, skin will be observed daily during cares and concerns should be reported to the nurse immediately. The nurse should notify the physician to obtain orders, but the wound care protocol should be initiated for new skin issues until orders are received.</p> <p>An interview on 3/19/18 at 3:05 p.m. with Staff G revealed that Resident #6 had not taken his</p> | | | |
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| | <p>medication for her on 3/10/18 before Staff L, CNA reported Resident #6 acting lethargic at about lunch time. Staff G said she found him in bed when she went to assess him. Staff G said he typically would get up for lunch, but the aids kept him in bed that day because he had not been feeling well. The LPN said Resident #6 seemed abnormally lethargic, but that was about the extent of her assessment at that time. Staff G said the aids also told her Resident #6 had been having loose stools, but she did not see them. The LPN said Resident #6's bottom was quite red around his coccyx, but she attributed that to loose stools. Staff G said she told them to apply barrier cream after incontinence cares and to leave the area open to air whenever possible. The LPN said the previous DON relieved her of duty at about 7:30 p.m. on Saturday 3/10/18; at which time Staff G said she asked the DON to go check on Resident #6. Staff G said she also wanted an RN's opinion. The LPN said she told the DON that Staff L told her Resident #6 had been acting different and that he spit out his medication. The LPN said she checked Resident #6's vital signs on 3/10/18 and 3/11/18. The LPN said they were</p> | | | |
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| | <p>supposed to be in the computer, but she might have documented them on the 24 hour sheet instead. Staff G said she sent a fax to notify the doctor on 3/11/18.</p> <p>An interview on 3/20/18 at 8:05 a.m. with the Administrator revealed that she learned on Monday 3/12/18 that Resident #6's condition changed over the weekend. The Administrator said they pre-emptively educated staff on 3/14/18 because they were not following their protocol.</p> <p>An interview on 3/20/18 at 9:30 a.m. with Staff L revealed that she worked with Resident #6 on 3/10/18 and 3/11/18. Staff L said she and Staff M, CNA got him up on Saturday (3/10/18) morning and noticed him being weaker than usual. Staff L said he typically would be on the edge of his bed ready to get up, but not that day. The CNA said he responded to them when they asked him how questions, but he seemed lethargic. Staff L said he barely had the energy to participate in getting dressed like he normally would. The CNA said that although Resident #6 did not always want breakfast, they could usually get him to eat</p> | | | |
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| | <p>something. Staff L said they could not get him to eat anything that morning, which she also considered to be abnormal for him. The CNA said his family visited before lunch and had been asking if he had any medication changes because of being so sluggish. They referred the family to his nurse; Staff G. The CNA heard Staff G tell them Resident #6 just finished a round of antibiotics for a UTI, but she had not noticed any other medication changes. Staff L said she had been off for a couple of days, but nobody told her anything about a change in his condition when she returned that day. Staff L said she wondered why he still acted like that if he just finished an antibiotic. Staff L said she told Staff G how she noticed Resident #6 had not been acting like himself, and asked why in light of the fact that he just finished his antibiotics. According to Staff L, Staff G told her she would fax the Dr. to see what he thought. Staff L expressed concern that Staff G had not been taking the matter as seriously as she should have. The CNA said Resident #6 had a relatively normal BM on Saturday. The CNA said despite their efforts to get him to eat something, he still refused to take a drink or a bite</p> | | | |
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| | <p>of anything at lunch time. Staff L said they laid him down after lunch. Staff L said she saw the previous DON when she reported to work at 2:00 p.m. and told her how Resident #6 had been acting. Staff L said she told the DON that special attention should be shown to repositioning him and checking up on him frequently. Staff L said she and Staff M were the only CNAs up front on Sunday 3/11/18 and Staff G was the nurse. Staff L said the previous DON worked all night too, so she saw her on Sunday morning also. Staff L said she did not hear anything about Resident #6 in shift report, nor did the DON say anything about him. Staff L said Resident #6 would not respond to them when they went in to help him about 8:00 a.m. Staff L said she noticed a strong urine smell when she entered the room. Staff L said it looked as if he was in the same position they left him in at 1:00 p.m. on the day before. The CNA said Resident #6's brief, the pad under him and the bedding was saturated in urine and dark brown watery feces that smelled awful when they pulled the covers back. Staff L said she identified a purplish red oval shaped area on his right hip bone that measured approximately 2" x 3" that</p> | | | |
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| | <p>she did not see the day before. The CNA said Staff M went and got Staff G after they got Resident #6 cleaned up and repositioned. Staff L said Staff G returned and commented about it being "ridiculous that he hadn't been touched since the day before." Staff L said Staff G once again did not seem to be taking his condition quite as seriously as she should have. Staff L said she believed Resident #6 should have been sent to the ER to be evaluated instead of just ignoring him without doing anything while he declined. Staff L said she asked Staff G throughout the day if they should get him up or leave him lying in bed. Staff L said Staff G said leaving him lying in bed was fine. Staff L said she reported his condition and that he had not improved to Staff G every two hours after she repositioned him. Staff L said she also reported his condition to the oncoming aids and told them to reposition him frequently. Staff L said she found that they had repositioned him and kept him clean when she saw Resident #6 on Monday morning about 7:00 a.m. Staff L said although he was not unconscious, he "was completely out of it" on Monday morning. After checking on</p> | | | |
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Facility Administrator

Date

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| | <p>Resident #6, Staff L said she reported his condition to the current DON. Staff L said she and the current DON entered his room and saw the spot on his hip. Staff L said the sore was still about the same size and color. Staff L said she told the DON how the weekend went, but the DON primarily focused on getting Resident #6 sent out; which happened within a half an hour.</p> <p>An interview on 3/20/18 at 11:15 a.m. with Staff M revealed that she worked 6:00 a.m. to 2:00 p.m. on 3/10/18 and 3/11/18. According to Staff M, nobody told her anything about a change in Resident #6 at shift report on Saturday 3/10/18. Staff M said she and Staff L got Resident #6 up about 7:50 a.m. The CNA said he had been incontinent with what appeared to be a normal bowel movement for him. Staff M said she had not noticed any skin issues on his buttocks or anywhere else. Staff M said he seemed tired. According to the CNA, they got him up for breakfast and he might have eaten about 25% and had a few drinks of white milk and juice. Staff M said Resident #6 loved coffee, but he did not drink it that morning. Staff M said he did not eat</p> | | | |
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| | <p>any lunch despite their efforts prompting him to eat. Staff M said they laid him down after lunch about 12:45 p.m. or 1:00 p.m. and she did not see him any more during her shift. Staff M said she told Staff G that he had not been eating and was more tired than usual. Staff M said she reported off to the oncoming shift. Staff M said when she checked on him first thing Sunday (3/11/18) he was in the same spot they left him in on Saturday. Staff M said he only had a tee shirt and a soiled brief on. Staff M said his urine seemed much darker than the day before and his brief, pad and sheets were soaked in urine and dark brown runny feces. The CNA said she saw a purplish red pressure sore about 2" x 3" on his hip (unsure of which side) which she did not see the day before. Staff M said she went straight from his room after helping him and told Staff G about the sore and how it looked like he had not been moved from the day before. Staff M said they later asked Staff G if she looked at it and she told them she had. Staff M said Resident #6 stayed in his bed for the rest of the day. The CNA said they went in there every 2 hours to reposition him and offer him something to drink; which he declined</p> | | | |
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| | <p>the fluids. Staff M said she and/or Staff L had been in and out of his room at least 6 times during their shift.</p> <p>An interview on 3/20/18 at 12:25 p.m. with the ER doctor revealed he attended to Resident #6 when he arrived in ER on 3/12/18. The doctor recalled that Resident #6 had dementia, Parkinson's disease and was markedly cachectic (wasting with loss of weight and muscle mass) with all his bony prominences observed and redness over his hips. The physician said he remembered that Resident #6 had a diminished level of consciousness and would not interact or track with stimuli in the ER. Although the doctor said he did not know what Resident #6's baseline was, he had only a minimal reaction to a sternal rub (aggressive rubbing on the breast bone). The physician said Resident #6 had a fecal impaction (large hard mass of stool that gets stuck in the colon or rectum and cannot be pushed out), which could be caused by lack of mobility, dehydration and medication. The doctor said once they started to hydrate him with IV fluids he started having massive bowel movements; the</p> | | | |
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| | <p>resident had 3 or 4 solid bowel movements before it turned to diarrhea. The doctor said Resident #6 tested positive for c-diff (bacterial infection). The doctor said he had a total of 7 to 8 bowel movements; which included the diarrhea. The doctor would have expected staff to intervene sooner if they knew about his change of condition over the weekend. Although the doctor could not say that delayed intervention caused Resident #6's death, he would say that being seen sooner certainly could have been beneficial.</p> <p>An interview on 3/20/18 at 5:08 p.m. with Staff J, LPN revealed that the previous DON would have been responsible for Resident #6 on the 3/10/18 overnight shift, so she would not have received shift report about him. Staff J said she went into Resident #6's room with Staff K, CNA during their shift. The LPN said Staff K changed Resident #6 while she changed his roommate.</p> <p>An interview on 3/20/18 at 5:50 p.m. with Staff K, revealed that she worked the overnight shift on 3/10/18. According to Staff K, she did not remember what she heard in report about</p> | | | |
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| | <p>Resident #6 because that was her first night working at the facility. Staff K said she never had any training before that night; she just started working the floor. The CNA said she rounded on every resident 3 times because that is what they told her to do. According to Staff K, Resident #6 had been sleeping every time she went in there. Staff K said she checked Resident #6 every time she rounded, but she could not remember if the resident's brief was dry every time she went in there. Staff K said she remembered that she changed him at least twice during the night. The CNA said she repositioned him every time she rounded on him that night. Staff K said she worked with the previous DON that night. Staff K said the DON never told her anything about the resident having a decline in his physical health. Staff K said the DON assisted her with every resident that she had anything to do with that night. The CNA considered her workload to be manageable and completed everything for her residents. Staff K could not recall if Resident #6 had a bowel movement during the night. The CNA said Resident #6 woke up lightly whenever she went in there to explain what she was going</p> | | | |
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| | <p>to do for him, but he did not said anything back to her. Staff K said she the DON gave shift report to the oncoming shift on Sunday morning. She said they walked down the hallway and talked outside of the resident's rooms so they did not wake them up again. Staff K said she did her last round between 5:00 a.m. and 6:00 a.m., but she could not remember if Resident #6 needed to be changed then.</p> <p>An interview on 3/21/18 at 8:30 a.m. with the current DON revealed they have not found the 3/8/18 or 3/11/18 24 hour reports and nobody initiated any skin sheets for Resident #6.</p> <p>A subsequent interview on 3/21/18 at 9:40 a.m. with the Administrator revealed that she knew Resident #6 had been sent to ER on Monday 3/12/18, but she did not know the magnitude of the situation until his family called on Wednesday at 4:30. The Administrator said the resident's son called about concerns that his father expelled about 1100 ml of urine when they catheterized</p> | | | |
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| | <p>him at the hospital. According to the Administrator, Resident #6's son expressed concern about staff not following up with the change in his father's condition over the weekend. The Administrator said the resident's son mentioned speaking with Staff G over the weekend, but he was kind of vague. The Administrator said she expected a full assessment to be done on each shift when a resident has a change of condition. The Administrator said she also expected them to document their findings completely and accurately and she considered anything less to be unacceptable.</p> <p>2. The MDS assessment dated 1/3/18 for Resident #49 documented an admit date of 12/27/17. The MDS identified a Brief Interview for Mental Status (BIMS) score of 15 without signs/symptoms of delirium. A score of 15 indicated intact cognition. The MDS revealed the resident required the limited physical assistance of 1 person for transfers, walking in room and</p> | | | |
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| | <p>corridor, dressing, and toilet use. The MDS documented diagnoses that included cancer, arthritis, other fracture, respiratory failure, uncomplicated opioid dependence, chronic pain syndrome, and chronic peripheral venous insufficiency. The MDS documented the resident fell and sustained an injury 2 or more times since admission to the facility.</p> <p>The MDS assessment dated 2/5/18 for Resident #49 documented a discharge on 2/5/18 to the hospital with return anticipated. The MDS recorded the resident experienced 2 or more falls without injury since the previous MDS assessment.</p> <p>The MDS assessment dated 2/19/18 for Resident #49 documented a readmission date of 2/12/18. The MDS identified a BIMS score of 15 without signs/symptoms of delirium. The MDS recorded the resident experienced 2 or more falls with injury since the previous assessment.</p> <p>The care plan focus area initiated 12/29/17 identified a high risk for falls related to poor safety</p> | | | |
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| | <p>awareness, did not comply with using call light for assist, did not use walker in room, musculoskeletal deformities related to remote history of fractures, and chronic pain and arthritic changes.</p> <p>The Progress Notes dated 2/4/18 at 3:22 a.m., documented by Staff C, recorded the resident on the floor, stated she tripped on oxygen tubing, and landed on her buttocks. The entry recorded the resident complained of pain to her buttocks and skin assessment showed thumbnail size red mark to butt cheek. Staff C wrote the resident's hips/ legs not sore to palpitation; Staff C and CNA (certified nurse aide) assisted the resident to her feet and into the wheelchair. The entry documented the resident then asked for a Hydro (narcotic pain pill) but it was too soon for another dose, the nurse offered tramadol or Tylenol, the resident screamed, I want a f***** Hydro right now. Staff C wrote she again explained to the resident the pain pill ordered every 6 hrs and it was too soon for the nurse to provide that form of medication, and the resident told her to leave. Staff C wrote a few minutes later the resident had</p> | | | |
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| | <p>her call light on. The entry documented the resident had her head in chair with leg up and stated she could not put pressure on the leg and to give her a pain pill. Staff C wrote she again reminded the resident it was too early for hydro but that she could have tramadol. Staff C documented the resident stated, then call the f***** ambulance or I will. Staff C wrote she offered to again assess ROM (range of motion), the resident refused and said, I will stop if you go get me a pain pill. Staff C wrote she again explained that it was too early for the hydro that she had one 2 hours prior. Staff C documented the resident got agitated so she left the resident's room to get an ice pack and washcloth. Staff C recorded she knocked and entered the resident's room and the resident ambulated across the room with no signs and symptoms of pain, turned to face Staff C with a shocked look on her face, and Staff C asked the resident if leg was doing better after giving the resident the ice pack. Staff C documented the resident threw the ice pack onto the table and told Staff C to leave. Staff C documented she faxed the doctor and would inform the day shift to continue to monitor.</p> | | | |
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| | <p>The Physician Fax Order Request form dated 2/4/18 at 3:22 a.m., without a fax time stamp and documented by Staff C, recorded the following: Vital Signs, blood pressure 99/65, pulse 84, respirations 15, temperature 97.2. Nurse called to the resident's room and the resident stated she tripped over O2 (oxygen) cord and landed on butt. ROM WNL (within normal limits) small thumbnail size red mark to buttocks, no outward rotation of BLE (bilateral lower extremities) noted, no painful palpation to the hips, buttocks, arms, legs, noted. The resident asked the nurse for a Hydro, nurse explained too early for Hydro as the resident had 2 hours prior, resident could have tramadol or Tylenol, the resident screamed profanities and told the nurse to call ambulance, they would give her one, the resident continued to be monitored, up walking without signs/symptoms of pain immediately in room, call light within reach. Under the orders section of the fax, in a different handwriting and different ink, documented Send to ER, no signature. Under the signature of nurse receiving orders, Staff B signed and dated 2/13/18.</p> | | | |
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| | <p>The Progress Notes dated 2/5/18 at 3:10 p.m. documented at 9:30 a.m. staff called the nurse to the resident's room and the resident's left upper thigh swollen, hard, and discolored. The note recorded the resident sat on the floor next to her sink, chocolate milk spilled on her gown and down her legs. The entry documented Resident #49 stated she didn't know what happened; denied hitting her head; complained of no pain or discomfort; vitals taken and AROM to all extremities per normal. The entry documented staff assisted the resident up by 3 staff and assisted to her recliner. The note recorded the resident stated, I don't know what happened. The nurse notified the doctor and the resident sent to the Emergency Room (ER) at 10:30 a.m.</p> <p>The Physician Fax Order Request form dated 2/4/18 at 3:22 a.m., with a fax time stamp received 2/5/18 at 4:15 p.m., was a copy of the same information as the above fax dated 2/4/18 at 3:22 a.m. without a time stamp. However, this second fax did not contain Send to ER in the order section but rather the ARNP wrote noted -</p> | | | |
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| | <p>monitor per facility protocol. Under the signature of nurse receiving orders, Staff B signed and dated 2/6/18.</p> <p>The Physician Fax Order Request dated 2/5/18, with a sent fax time stamp of 11:11 a.m. and received time of 4:16 p.m., recorded x-rays of left hip and thigh. The ARNP wrote orders of: okay as above, update, due to extensive swelling, send pt (patient) to ED (Emergency Department). Under the signature of nurse receiving orders, Staff B signed and dated 2/6/18.</p> <p>The Progress Notes dated 2/5/18 at 10:33 p.m., documented by Staff B, recorded a fax sent to the doctor regarding X-rays of left hip and thigh with a fax back stating due to extensive swelling send PT to ED.</p> <p>The Progress Notes dated 2/5/18 at 10:37 p.m., documented by Staff B, recorded a fax back from the doctor stating monitor per facility protocol.</p> <p>The Progress Notes dated 2/5/18 at 11:20 p.m., documented by Staff B, recorded received fax</p> | | | |
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| | <p>back from doctor states: noted NNO (no new orders); dated and signed.</p> <p>The Hospital Discharge Summary recorded an admit date of 2/5/18 and discharge of 2/12/18. The summary documented the resident Admission History of Present Illness and Hospital Course. The summary documented the patient with LLE (left lower extremity) pain following a fall 2 days prior and had pain with progressive swelling of the left thigh since then. The summary recorded the resident admitted for fall and LLE pain secondary to mechanical fall that occurred prior to arrival at the hospital after tripping on oxygen tubing at home. The summary documented the resident found to have a large hematoma on CT (cat scan), otherwise no acute injuries, and transfused with 2 units of packed red blood cells due to low hemoglobin levels (a protein in red blood cells that carries oxygen throughout the body). The summary included diagnoses of circumferential hematoma with extensive edema of LLE due to mechanical fall and acute blood loss anemia.</p> | | | |
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| | <p>The Patient Discharge & Transfer form from the hospital dated 2/12/18 at 11:20 a.m. recorded Resident #49's Primary Discharge Diagnosis as anemia due to acute blood loss and Other Medical Diagnosis as left leg hematoma. The form documented report given to the facility 2/12/18 at 12:30 p.m.</p> <p>The clinical record reflected no Progress Notes entered for 2/12/18 when the resident returned from the hospital; no return assessment documented.</p> <p>In an interview on 3/6/18 at 10:45 a.m. Resident # 49 responded since living at the facility she had been to the hospital once due to the flu. Resident # 49 reported she could not recall the day of the week or the date, but one night she requested to go to the hospital for breathing problems and the overnight nurse, 10 p.m. to 6 a.m. nurse, told her it would be too expensive to call an ambulance. Resident # 49 said when the day shift nurse arrived she thought the resident needed to go to the hospital and the day shift nurse called an ambulance. Resident # 49 reported she waited</p> | | | |
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Health Facilities Division
Citation**

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| Facility Address/City/State/Zip 411 East Lane | | March 14-15 & March 19-21, 2018 | | |
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| | <p>about 8 hours to be able to go to the hospital. Resident # 49 stated it bothered her, made her feel bad, and felt like the staff did not give a shit about her. Resident # 49 stated she was not a person to just run to the hospital; she felt she needed to go. Resident # 49 did not think the hospital found any broken bones and commented the hospital took x-rays but she thought they came back fine. Resident # 49 said she just had a good bruise on her left groin area that had puffed up.</p> <p>Interview on 3/7/18 at 6:15 a.m. Staff C stated she worked 6 p.m. to 6 a.m. shifts at the facility, 3 to 5 days a week, and worked for the facility for 16 months. Staff C acknowledged familiar with Resident #49's care. Staff C stated usually Resident #49 very with it but had one behavior of putting self on the floor. Staff C reported Resident #49 had blown up a couple times. Staff C said Resident #49's behaviors really bad. Staff C responded 1 time Resident #49 had pain pill then said she wanted her to call an ambulance. Staff C reported she did not call an ambulance as there was not any reason to call. Staff C</p> | | | |
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| | <p>acknowledged Resident #49 had the right to go to the hospital but said when the resident calmed down, not need to go. Staff C stated whatever Resident #49 wanted at a given moment the resident would do anything and everything to get it. Staff C confirmed she wrote the 2/4/18 fax. Staff C responded she did not call the physician on 2/4/18 and confirmed she had never called the physician before 2/4/18. Staff C commented she talked to doctor thru fax only and the physician said they were well aware of the resident's behaviors. Staff C responded she didn't know the resident's pain acute, but back at that time, the resident put herself on floor and said she had pain but when Staff C saw the resident she did not limp. Staff C stated she was not aware the resident went to the hospital and not aware the resident had cellulitis at the time (2/4/18). Staff C reported the resident also fell the day she went to the hospital (2/5/18). Staff C stated she really liked the resident but she couldn't do more than allowed to do; only do what doctor ordered. Staff C confirmed she did tell Resident #49 she could not go to the hospital. Staff C said the fax 2/4/18 documenting send to ER she did not know who</p> | | | |
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| | <p>signed it. Staff C stated she would have told dayshift about the fax she wrote. Staff C stated the last time she saw Resident #49 on 2/4/18 was around 5 a.m. and Resident #49 said she didn't need anything but Staff C said she still faxed out what happened that night.</p> <p>Interview on 3/7/18 at 7:00 a.m. Staff B stated she started working for the facility again in January 2018, fulltime 10 p.m. to 6 a.m. shift. Staff B acknowledged familiar with Resident #49. Staff B reported she did not remember seeing a fax 2/4/18 to send the resident to the ER. Staff B stated when the faxes came back she wrote a progress note and she would need to check to see if she wrote a progress note about the fax. Staff B confirmed she had signed and noted the 2/4/18 fax that documented send to ER on 2/13/18, but commented she did not recognize the fax and definitely did not recall the order to send to ER. Staff B reported she sometimes found stacks of faxes no one had done and spent hours at night processing. Staff B stated faxes a problem but all faxes caught up at the time of the interview. Staff B reported she had found some</p> | | | |
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| | <p>faxes from January that had not been done but nothing major ordered on those faxes.</p> <p>In an interview on 3/8/18 at 8:50 a.m., the Director of Nursing (DON) stated she needed to find out what hospital the resident had gone to in order to retrieve the hospital records from Resident #49's most recent hospital stay. The DON acknowledged she would expect staff to obtain hospital records upon a resident's return to the facility for continuity of care and said usually the nurses did get the records but she couldn't find any.</p> <p>The hospital records fax cover sheet documented a sent date and time of 3/8/18 at 10:04 a.m.</p> <p>FACILITY RESPONSE:</p> | | | |
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| <p>58.19(2)a</p> <p style="text-align: center;">+</p> <p>58.20(1)</p> | <p>Medication and treatment. Administration of all medications as ordered by the physician including oral, instillations, topical, injectable (to be injected by a registered nurse or licensed practical nurse only)</p> <p>Duties of health service supervisor. Every nursing facility shall have a health service supervisor who shall: Direct the implementation of the physician's orders.</p> <p>DESCRIPTION:</p> <p>Based on observations, record review, physician and staff interviews, the facility failed to administer the correct dose of a narcotic pain medication which resulted in overdose and subsequent hospitalization for one of 36 residents reviewed (Resident #113). The facility reported a census of 61 current residents.</p> <p>Findings include:</p> <p>The Admission Record documented that Resident</p> | <p>I</p> | <p>\$7,000</p> <p>(Held in Suspension)</p> | <p>UPON RECEIPT</p> |
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| | <p>#113 admitted to QHC Winterset North from an acute care hospital on 3/8/18 with dementia, major depressive disorder and syncope (fainting) with collapse listed as her diagnoses.</p> <p>The Interim Plan of Care dated 3/8/18 noted that Resident #113 depended on staff for personal hygiene and ADLs (activities of daily living), would be staying at the facility for long term care and noted that the resident's current medications would be found with the admission orders.</p> <p>The WCCN Medicine Passing Policy dated 8/31/15 noted their purpose as ensuring uniformity in the medication pass process and to therefore minimize medication errors that could harm residents. The policy also noted that all residents are entitled to receive safe and appropriate nursing care and are entitled to receive care from a competent and knowledgeable nurse. The document instructed staff to keep the "5 rights" in mind when passing medication; the right resident, the right drug, the right dose, the right route and the right time.</p> | | | |
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| | <p>A prescription printed on 3/6/18 from University of Iowa Health Care noted that Resident #113 should receive 2.5 ml (milliliter) of a 2 mg/ml (milligram per milliliter) solution of morphine concentrate (narcotic pain medication (5 mg total)) by mouth three times a day.</p> <p>The March 2018 MAR (Medication Administration Record) documented that Staff F, LPN administered 2.5 ml (5 mg) of morphine to Resident #113 at 8:00 a.m. and 2:00 p.m. on 3/9/18. The MAR also revealed that Staff H, LPN administered 2.5 ml (5 mg) of morphine to Resident #113 at 9:00 p.m. on 3/9/18 and Staff G, LPN administered 2.5 ml (5 mg) of morphine to Resident #113 at 8:00 a.m. and 2:00 p.m. on 3/10/18.</p> <p>The Controlled Drug Administration Record revealed that Staff I, LPN received the delivery with Resident#113's morphine on 3/8/18 and started the Administration Record. Staff I documented that 2.5 ml/5 mg should be given to Resident #113 TID (three times a day). The record also noted that Staff F administered 2.5 ml</p> | | | |
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| | <p>(5 mg) of morphine to Resident #113 at 8:00 a.m. and 2:00 p.m. on 3/9/18. The document also revealed that Staff H administered 2.5 ml (5 mg) of morphine to Resident #113 at 9:30 p.m. on 3/9/18 and Staff G administered 2.5 ml (5 mg) of morphine to Resident #113 at 8:00 a.m. and 2:00 p.m. on 3/10/18.</p> <p>A Medication Error Note dated 3/10/18 at 10:27 p.m. documented that Resident #113 received an incorrect dose of morphine. According to the DON (Director of Nursing), Resident #113 should receive 2.5 ml of a 2 mg/ml solution of morphine concentrate by mouth TID. The DON noted that the pharmacy sent a twenty mg/ml solution of morphine concentrate instead and the incorrect dose had been administered five times according to their documentation.</p> <p>A Nursing Note dated 3/10/18 at 11:37 p.m. noted that Resident #113 displayed lethargy (extreme sleepiness) and had jerking movements of both her upper and lower extremities. According to the DON, she checked the resident's medications and found an error. The DON documented that</p> | | | |
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| | <p>Resident #113 received more morphine than she had been prescribed because of an incorrect pharmacy label on the bottle of morphine. The DON called 911 after she obtained orders to have the resident sent to ER by ambulance.</p> <p>The History and Physical (H&P) Consultation dated 3/11/18 noted that information had to be obtained from Resident #113's daughter due to the resident's encephalopathy (brain disease, damage or malfunction). According to Resident #113's daughter, her mother had been prescribed morphine as a patient in a hospital in Iowa City. The daughter said her mother had been discharged from the hospital and admitted to the nursing home 3 days before, at which time she noticed her mother had become more lethargic with episodes of twitching. According to the document, Resident #113 had been receiving 50 mg of morphine TID instead of 5 mg TID due to a dosing error. According to the H&P, Resident #113 had respiratory depression and had been given Narcan (to counteract the effect of morphine); which improved her respiratory rate prior to arriving at the ER. The tox (test for</p> | | | |
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| | <p>toxicity) screen showed positive for morphine. The doctor wrote that Resident #113 was obtunded (a diminished level of consciousness), did not respond to a sternal rub (aggressively rubbing breast bone) with occasional episodes of eye opening and multiple episodes of generalized twitching. After calling poison control, the doctor noted Resident #113 would be admitted to ICU on a Narcan drip.</p> <p>A Nursing Note dated 3/12/18 at 11:15 a.m. noted that they called the hospital for an update of Resident #113's health status. The nurse documented that the ICU (intensive care unit) nurse told her the resident was stable on a Narcan drip.</p> <p>A picture provided by the facility of the box that contained the bottle of morphine revealed the pharmacy label dated 3/8/18. According to the label, Resident #113 should receive 2.5 ml (5 mg) of a 100 mg/5 ml solution of concentrated morphine by mouth three times a day.</p> <p>A picture provided by the facility of the bottle of</p> | | | |
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| | <p>morphine revealed the pharmacy label. According to the label, Resident #113 should receive 2.5 ml (5 mg) of a 100 mg/5 ml solution of concentrated morphine by mouth three times a day.</p> <p>An interview on 3/13/18 at 9:10 a.m. with Staff F revealed she administered the wrong dose of morphine to Resident #113. When asked, Staff F said precautions like having an RN double check narcotics with the nurse that accepts delivery might help prevent errors. Staff F said checking the pharmacy label with the manufacturer's label would also be a precautionary measure that could also help eliminate errors. Staff F said anyone administering medication should check the 5 Rs; the right name, the right medication, the right dose, the right route and the right time before giving it.</p> <p>An interview on 3/13/18 at 10:40 a.m. with the ADON (Assistant Director of Nursing) revealed that the overdose could have been prevented if they double checked the order. The ADON said she expected the administering nurse to follow</p> | | | |
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| | <p>the 5 Rs; route, name, time, dose and medication.</p> <p>An interview on 3/13/18 at 3:40 p.m. with Staff I revealed she received the morphine delivery and filled out the narcotic sheet. Staff I said nobody cosigned for the delivery or the narcotic sheet. Staff I said she did not administer the morphine to Resident #113 because the resident was sleeping comfortably after receiving large doses of Trazodone (hypnotic medication) and Tylenol. Staff I said 2 people should have checked Resident #113's admission orders and 2 people should have checked the delivery from the pharmacy. Staff I said the facility does not practice those kind of precautions. Staff I said that although she did not administer the morphine, she should have started the narcotic sheet out correctly to try and prevent anyone after her from making a medication error.</p> <p>An interview on 3/13/18 at 4:15 p.m. with Staff G revealed that she administered incorrect doses of morphine to Resident #113. Staff G said the pharmacy sent the wrong concentration of</p> | | | |
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| | <p>morphine solution and they labeled the box incorrectly. Staff G said she did not check the label closely enough to realize it was incorrect. Staff G said she did not suspect that anything was wrong, nor did she question it because she figured it had been checked when it came into the facility. The LPN said she did not know that the label said 100 mg/5 ml. The LPN said she read the label and compared it with the MAR. When asked what would have prevented the medication error, Staff G said she should have checked the concentration of the bottle's contents.</p> <p>An interview on 3/14/18 at 10:20 a.m. with the resident's doctor revealed that the doctor that prescribed morphine for Resident #113 was her resident (under her supervision). According to the physician, the facility did not let her know they administered doses that exceeded the prescribed amount. A Social Worker interjected that they found out about the overdose when Resident #113's daughter contacted them asking for her mother's discharge summary. The doctor stated they faxed the orders to the facility well in advance of Resident #113 being discharged from</p> | | | |
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| | <p>the hospital. The doctor said she would have welcomed any questions the facility might have had about the dose and/or concentration and she would have liked the facility to notify her about the incident. Resident #113 had been doing great on the same dose as a patient under her care and believed Resident #11 would have continued doing well. The resident's hospitalization could probably have been avoided if they followed the order. The doctor said she considered the doses Resident #113 received as quite large and elderly residents' organ function become diminished. The doctor said "quite frankly, I'm shocked that she survived it." The physician said nurses where she works have to double check narcotics to avoid those types of errors and "that's why they take those precautions."</p> <p>An interview on 3/14//18 at 1:10 p.m. with Staff H revealed she administered the wrong dose of morphine to Resident #113. Staff H said she checked the order many times because what she read on the bottle compared with what she read on the order did not make sense. Before giving the morphine, Staff H said she questioned if they</p> | | | |
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| | <p>had been giving Resident #113 an incorrect dose. The RN said she should have consulted another nurse or called the pharmacy for clarification before giving it. Staff H said she hesitated so many times that she probably administered it a little bit late. When asked why she gave it despite not understanding the order, Staff H said she felt pressured to make a decision because the facility always pressures them to get their work done and get out of there.</p> <p>FACILITY RESPONSE:</p> | | | |
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| 58.20(2) | <p>Duties of health service supervisor. Every nursing facility shall have a health service supervisor who shall: Plan for and direct the nursing care, services, treatments, procedures, and other services in order that each resident's needs and choices, where practicable, are met.</p> <p>DESCRIPTION:</p> <p>Based on clinical record review, observation and resident and staff interviews, the facility failed to put interventions in place for pain management for one of 36 residents reviewed (Resident #112). The facility reported a census of 61 residents.</p> <p>Findings include</p> <p>The Minimum Data Set (MDS) assessment dated 3/7/18 documented Resident #112 had diagnoses</p> | II | \$500 | UPON RECEIPT |

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| | <p>that included high blood pressure, urinary tract infection (UTI) in the past 30 days, shingles, an umbilical hernia and back (spinal) pain. The MDS documented the resident scored 10 out of 15 on the Brief Interview for Mental Status test, indicating mild cognitive impairment. The MDS documented Resident #112 required the assistance of two with bed mobility, transfers, walking and toilet use and the assistance of one with dressing and personal hygiene. The assessment documented the resident had pain almost constantly; the pain disturbed the resident's sleep and limited her day to day activities.</p> <p>The resident's care plan updated on 10/31/17 contained no focus area or interventions to assist the resident in pain management.</p> <p>The Medical Progress Note dated 10/8/17 documented Resident #112 admitted to the hospital for chest wall pain and discharged on 10/12/17. The physician documented the resident admitted to the hospital with mental status changes likely due to a UTI and she also had</p> | | | |
|--|--|--|--|--|

Facility Administrator

Date

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

| Citation Number: 6784 | | Date: April 11, 2018 | | |
|--|---------------------|---------------------------------|-------------|--------------------|
| Facility Name: QHC Winterset North | | Survey Dates: | | |
| Facility Address/City/State/Zip 411 East Lane | | March 14-15 & March 19-21, 2018 | | |
| MW | | | | |
| Rule or Code Section | Nature of Violation | Class | Fine Amount | Correction date |

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| | <p>shingles develop which resulted in severe chest pain at times. The resident developed pneumonia, which resolved, and she discharged from the hospital to the facility. Upon discharge, the physician instructed staff to administer Neurontin (or Gabapentin, often used for nerve pain) 400 milligrams 3 times a day.</p> <p>Observation on 3/5/18 beginning 11:45 a.m. revealed the resident's call light on and the resident screamed out. Staff ____, CNA (certified nursing assistant) entered the room to answer the resident's call light and Resident #112 stated she had a lot of pain. Staff ____ notified the Assistant Director of Nursing (ADON), who looked through resident's medication list and could not find an order for any pain medication. At 11:47 a.m. the Dietary Manager attempted to give the resident a room tray and the resident refused the lunch tray. The Dietary Manager stated when she tried to deliver the resident's lunch tray, the resident told her she had too much pain to eat and the pain shot down her legs.</p> <p>At 12:45 p.m. the resident had her call light while crying and she asked for something for pain. At</p> | | | |
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| | <p>1:55 p.m. the ADON and DON stated they sent a facsimile to the doctor but have not received an order from the physician. In reading the resident's chart, she did not know why the medication had not been given.</p> <p>The resident's Order Review Report 2/1/18 through 3/31/18 lacked an order for any medications or interventions for pain.</p> <p>On 3/5/18 at 2:00 p.m. the resident had the call light on. Resident #112 cried, grimaced and moaned. The resident stated she had so much pain and asked why it was taking so long to give her something for the pain. Resident #112 stated tearfully she could not stand the pain and had pain everywhere.</p> <p>Review of the resident's Order Review Report 3/1/18 through 3/31/18 documented an order dated 3/5/18 for Gabapentin. Staff received the order at 6:00 p.m.</p> <p>The Discharge Summary dated 2/26/18 documented Resident #112 went to the hospital</p> | | | |
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| | <p>from 2/21/18 to 2/26/18 with a urinary tract infection, mental status changes and dehydration. The discharge orders did not include any medication for pain.</p> <p>The Social Service Note dated 3/6/18 documented the resident stated the pain pills worked, she felt much better and slept so good.</p> <p>FACILITY RESPONSE:</p> | | | |
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