

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

Citation Number: 6822		Date: July 6, 2018		
Facility Name: Vista Woods Care Center		Survey Dates: June 4 to June 7, 2018		
Facility Address/City/State/Zip Three Pennsylvania Place Ottumwa, IA 52501		J.M.		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.18(4)	<p>481—58.18(135C) Nursing care. 58.18(4) The facility shall provide prompt response from qualified staff for the resident's use of the nurse call system. (II, III) (Prompt response being considered as no longer than 15 minutes.)</p> <p>Based on record review and resident and staff interviews, the facility failed to answer call lights in a timely manner for 4 of 8 interviewable residents present in the group interview including 1 resident (Resident #20) of 5 also interviewed individually during the survey. The facility reported a census of 48 residents.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. During the group interview on 6/4/18 at 1:15 p.m., 4 out of 8 interviewable residents stated they had to wait longer than 15 minutes for staff to respond to their call lights. All 4 stated they wore incontinence pads because they had had accidents waiting so long for staff to respond. Three residents stated they had to wait longer than 30 minutes for staff to respond. All utilized clocks or watches to time the lights. 2. Resident Council Minutes, dated 3/20/18, revealed residents had a concern of third shift call lights taking longer to answer. <p>During an interview on 6/6/18 at 1:57 p.m., the DON (Director of Nursing) stated she expected staff to answer call lights within 15 minutes. She stated she did not believe the facility had a policy related to call</p>	II	\$ 500	UPON RECEIPT
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Facility Administrator

Date

If, within thirty (30) days of the receipt of the citation, you (1) do not request a formal hearing or; (2) withdraw your request for formal hearing, and (3) pay the penalty; the assessed penalty will be reduced by thirty-five percent (35%) pursuant to Iowa Code section 135C.43A (2013).

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	<p>lights.</p> <p>3. Resident #20's Minimum Data Set (MDS) annual assessment completed 4/4/18 documented she had diagnoses that included atrial fibrillation (an abnormal heart rhythm), coronary artery disease and heart failure. It also identified the resident with a BIMS (brief interview for mental status) score of 10 out of 15 indicating moderate cognitive impairment. The resident required the assistance of one staff with most activities of daily living and she had occasional incontinence of bladder.</p> <p>The resident's care plan, revised on 4/10/18, documented the following focus areas: self-care deficit, behavior, cardiovascular, impaired cognitive ability, potential oral problems due to dentures, potential fluid deficit related to diuretic use, fall risk, depressive disorder, pain, potential nutritional problem, potential for pressure ulcer and impaired visual function</p> <p>During group interview, Resident #20 complained about staff taking too long to answer her call lights which can take as long as 2 hours to answer on the night shift.</p> <p>During interview on 6/6/18 9:50 a.m. the DON stated the facility did not have the capability to print out reports from the call light system.</p> <p>On 6/6/18 9:50 a.m., Resident #20 sat in wheelchair in her room, appeared comfortable, had a clock on wall visible from her bed. She reported she did has waited</p>			
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	<p>an average of 45 minutes to up to 2 hours to get her call light answered on the night shift and that she had lost control of her bladder, which made her feel like an idiot and made her feel like a 2 year old. It was absolutely embarrassing and should not happen. The resident stated she talked about the concern during care conferences and was told it would be taken care of, but it still happens.</p> <p>During an interview on 6/6/18 at 11:56 a.m., Staff A, CNA (certified nursing assistant) reported staff should answer call lights within 5 minutes, typically there are 2 nurses and 6 aides that work on first shift and they are short staffed at least once a week.</p> <p>In an interview on 6/6/18 at 12:05 p.m., Staff B, CNA reported staff should answer call lights within 5 minutes, typically there are 2 nurses and 6 aides that work on first shift and they are short staffed at least once every other week. However, there is staff to pick up the extra shifts.</p> <p>During an interview on 6/5/18 at 12:20 p.m., Staff C, CNA reported staff should answer call lights as quickly as possible. Typically there are 2 nurses and 6 aides working on the first shift.</p> <p>In an interview at 6/6/18 at 2:02 p.m., the DON reported she expected her staff to answer call lights within 15 minutes. That Resident #20 had complained that she had to wait for a while to get her call light answered during the night shift and she spoke to the staff about it. The DON also stated she completed an</p>			
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	<p>audit on the resident's call lights on night shift and found lights were answered within 15 minutes. At 3:02 p.m., the DON reported Resident #20 had dementia, which she hides her very well. The DON did not 'buy into the fact' the resident's call light had not been answered for up to 2 hours.</p> <p>During an interview on 6/7/18 7:04 a.m., the Maintenance supervisor reported that he has worked at the facility for 17 years and has always started his day at 3:00 a.m. He stated never seeing a call light stay on for more than 15 minutes, however, he had no documentation to verify this.</p> <p>Facility Response:</p>				
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