

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

Citation Number: 6816					Date: June 20, 2018
Facility Name: Glen Oaks Alzheimer Special Care Center		Survey Dates: May 7-10 & May 15, 2018			
Facility Address/City/State/Zip 8525 Urbandale Ave Urbandale, Iowa 50322		MW			
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date	

57.34(3)c	<p>57.34(3) Resident safety. c. Residents shall receive adequate supervision to ensure against hazard from themselves, others, or elements in the environment. (I, II, III)</p> <p>DESCRIPTION:</p> <p>Based on interview and record review the facility failed to ensure adequate supervision and safety measures were in place for 1 of 1 residents reviewed with a history of choking (Resident #1).</p> <p>Findings include:</p> <p>A progress note dated 4/17/18 AT 8:55 P.M. documented the resident was asking for cake. Staff gave her a soda and a peanut butter sandwich cut into fourths. The resident ate a fourth of the sandwich and began choking. Staff attempted to get the food out but the resident clenched her teeth shut. Staff got the resident to breath and then dislodged food from her mouth. The resident</p>	I	\$7900	UPON RECEIPT
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Facility Administrator

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	<p>was taken to the hospital via ambulance due to low oxygen levels. A subsequent progress note documented the resident received potassium at the hospital and returned to the facility later that same night.</p> <p>Review of the diet list used by dietary staff revealed Resident #1 was on a Mechanical Soft diet for meats. The facility utilized a document from St Croix Hospice that outlined the parameters of a Mechanical Soft diet. According to the document all foods were to be moist, soft textured and easily chewed. Meats were to be ground and served with gravy or sauce. Under the food group of meats and meat substitutes, foods to be avoided included dry meat (such as sausage or hot dogs), peanut butter and sandwiches.</p> <p>Resident #1 had a second choking episode on 5/1/2018.</p> <p>A review of incident reports revealed on 5/1/18 at 9:00 am the Health Services Director was called to the back dining room area and found Resident #1 choking. Staff present were encouraging the resident to</p>			
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	<p>cough. The resident was visibly shaken with noted extreme dyspnea (difficulty in breathing). The resident's mouth was full of bread and an oral cavity sweep was done. The resident continued to have a partially blocked airway and respiratory wheezing was noted. The Heimlich maneuver was attempted several times unsuccessfully and 911 was called. The resident became hypoxic, turned blue and passed out. CPR was initiated as the resident was without a pulse and not breathing. Emergency Medical Technicians suctioned the resident's mouth and throat and transported to the hospital.</p> <p>According to the hospital records the resident was seen in the emergency room on 5/1/18 after a choking spell with CPR performed. A chest x-ray revealed a sternal fracture. The resident was admitted to the hospital for further evaluation and management. On 5/9/18 the resident was discharged back to the facility.</p> <p>Review of Resident #1's record on 5/8/18 revealed an admission date of 2/16/18 with a diagnosis of early onset frontotemporal</p>			
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	<p>dementia. According to a report written by the resident's Primary Care Provider (PCP) following a routine visit on 2/27/18, staff were worried about choking as the resident tended to eat very quickly. The service plan dated 4/04/18 indicated Resident #1 was on a Regular diet. An order dated 4/05/18 from the consultant dietitian documented the resident was to receive a Mechanical Soft Meat (ground meat) diet due to difficulty chewing regular meat and potential for pocketing. The service plan was not amended to change the resident's diet order. In addition, the service plan noted the resident was to have assistance at meals but did not specify the type of assistance required.</p> <p>According to the menu, breakfast served the morning of 5/1/18 included hot or cold cereal, scrambled eggs, sausage and a pastry.</p> <p>On 5/7/18 at 1:31 p.m. interview with Staff F revealed Resident #1 was known to shovel food/eat exceedingly fast. Sometimes staff took the plate away when this occurred. She did not know if Resident #1 had a program for this or not. Staff F confirmed on the morning</p>				
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	<p>of 5/1/18 she had initially given Resident #1 the wrong plate of food as it was for someone on a Regular diet and not a Mechanical Soft diet. She thought the resident had the wrong plate for three minutes. Staff F confirmed she did not sit with Resident #1 as she was busy serving other residents. She stated she had never seen Resident #1 eat too quickly. Staff F reported that of all the residents who ate in the back dining room there were at least five who needed significant assistance to eat, and two who required verbal cueing. Staff F said staff bounced between tables the best they could in order to assist residents at meals.</p> <p>Interview with Staff E on 5/8/18 at 10:37 a.m. revealed she did not see anyone sitting with Resident #1 when she passed by him/her. She noted Resident #1 had been served the wrong diet at that time as there was a whole sausage on the plate. She requested a Mechanical Soft breakfast from the kitchen. Staff E said she assumed Resident #1 had already eaten most of the croissant because there was approximately three inches of it left on the plate. There was nothing on the floor and both of Resident #1's cheeks were full of</p>			
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	<p>food. She believed neither Staff F or Staff G sat with Resident #1 because they were ensuring everyone had been served. Staff E did not think there were enough staff to sit with Resident #1 for the entire meal because they were required to move from table to table to assist other residents. Staff E thought there were between 25 and 27 residents in the back dining room at the time with three direct care staff present.</p> <p>Interview with Staff G on 5/8/18 at 12:36 p.m. revealed during breakfast Resident #1's cheeks were observed to be full of food. She took the resident to the restroom for privacy to assist him/her with removing the food at approximately 8:50 a.m. Staff E and Staff F remained in the back dining room. As Staff G attempted to remove some of the food, which appeared to be a croissant, Resident #1 attempted to speak. She believed the resident's voice sounded muffled so she called for a nurse on the walkie-talkie. Two nurses showed up within seconds. One of the nurses told her to call 911 as the resident was turning blue, the Heimlich maneuver wasn't working and CPR was initiated due to</p>			
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	<p>loss of consciousness. The paramedics arrived and were able to remove a piece of a croissant from Resident #1's airway and regain a pulse. Staff G stated prior to this incident she had helped another resident (Resident #6) use the restroom. Staff E and Staff F were in the dining room helping with breakfast. When she brought Resident #6 to the dining room, the last plate was being served. They hadn't sent cereal for Resident #6 so she went to the kitchen to get it. When she returned she observed Resident #1 staring out the window with cheeks full of food. No staff were near Resident #1. According to Staff G, staff were to sit with Resident #1 as soon as the plate arrived as he/she often shoveled food in their mouth. The resident was also known to shove items such as plastic gloves, paper towels and toilet paper in their mouth.</p> <p>Review of the South Dining Room meal attendance logs revealed on 5/1/18 there were a total of 19 residents scheduled to eat in the back dining room. From the list, 18 were noted as attending breakfast.</p>			
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	<p>On 5/7/18 at 2:42 p.m. interview with the cook who worked during breakfast on the morning of 5/1/18 revealed she first dished up food for residents on Pureed diets, then those on Mechanical Soft diets and finally individuals on a Regular diet. After she served up the plates, she left the dining room.</p> <p>Interview with the Dietary Supervisor on 5/8/18 at 11:39 a.m. revealed that even though Resident #1 was on a Mechanical Soft diet for meats only on 5/1/18, the whole croissants served at breakfast that day were considered appropriate for anyone on a Mechanical Soft diet. However since that time, Resident #1's bread was being cut up.</p> <p>FACILITY RESPONSE:</p>			
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