

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

Citation Number: FC6837	Amended 12/4/2018 following an IDR	Date: August 27, 2018		
Facility Name: Fountain West		Survey Dates: July 5-August 3, 2018		
Facility Address/City/State/Zip 1501 Office Park Road West Des Moines, IA 50265				
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.11(3) + 135C.33(2)a + 50.9(3)C		II	\$500	UPON RECEIPT
58.14(4)	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.) DESCRIPTION:	II	\$500	UPON RECEIPT

Facility Administrator

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<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%; padding: 5px;">Rule or Code Section</th> <th style="width: 45%; padding: 5px;">Nature of Violation</th> <th style="width: 10%; padding: 5px;">Class</th> <th style="width: 15%; padding: 5px;">Fine Amount</th> <th style="width: 15%; padding: 5px;">Correction date</th> </tr> </thead> <tbody> <tr> <td style="height: 300px;"></td> <td style="padding: 5px;"> <p>Based on observations, resident, family and staff member interviews and review and clinical records and resident council minutes, the facility staff failed answer resident call lights in a timely manner (no longer than 15 minutes) for 5 of 10 current residents reviewed (Residents #1, #5, #7, #8 and #9) and for residents present during the Group resident interview. The facility identified a census of 78 residents.</p> <p>Findings include:</p> <p>1. An observation 7/23/18 beginning at 12:37 p.m. revealed the call light as on in the room of Resident #7 and #8. During continued observation, the following is a timeline of events occurred:</p> <p style="margin-left: 20px;">a. 12:45 p.m. - A female agency certified nursing assistant (CNA) and Staff A, CNA propelled 2 separate residents to their rooms down the same hallway as the residents and with their call light in view.</p> <p style="margin-left: 20px;">b. 12:46 p.m. - Another unknown female CNA walked past the resident's room. The 2 CNA's</p> </td> <td style="height: 300px;"></td> <td style="height: 300px;"></td> <td style="height: 300px;"></td> </tr> </tbody> </table>	Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date		<p>Based on observations, resident, family and staff member interviews and review and clinical records and resident council minutes, the facility staff failed answer resident call lights in a timely manner (no longer than 15 minutes) for 5 of 10 current residents reviewed (Residents #1, #5, #7, #8 and #9) and for residents present during the Group resident interview. The facility identified a census of 78 residents.</p> <p>Findings include:</p> <p>1. An observation 7/23/18 beginning at 12:37 p.m. revealed the call light as on in the room of Resident #7 and #8. During continued observation, the following is a timeline of events occurred:</p> <p style="margin-left: 20px;">a. 12:45 p.m. - A female agency certified nursing assistant (CNA) and Staff A, CNA propelled 2 separate residents to their rooms down the same hallway as the residents and with their call light in view.</p> <p style="margin-left: 20px;">b. 12:46 p.m. - Another unknown female CNA walked past the resident's room. The 2 CNA's</p>							
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	<p>listed above exited the residents' rooms they assisted others from the dining room.</p> <p>c. 12:48 p.m. - An unknown male CNA assisted a separate resident to her room and walked past the resident's room without responding to the resident's call light.</p> <p>d. 12:52 p.m. - Staff A walked past the resident's unanswered call light.</p> <p>e. 12:55 p.m. - A male dietary staff member and an unknown staff member walked past the resident's unanswered call light.</p> <p>f. 12:56 p.m. - A male agency staff member walked a separate resident down the hallway and past the resident's activated call light.</p> <p>g. 12:58 p.m. - Staff B, CNA propelled a female resident past the resident's unanswered call light.</p> <p>h. 12:59 p.m. - An unknown female CNA answered the resident's call light, removed a room tray but did not shut off the call light.</p> <p>i. 1 p.m. - The unknown female CNA returned to the resident's room and shut off the call light at 1:03 p.m.</p>			
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	<p>2. The Minimum Data Set (MDS) assessment dated 5/4/18, indicated Resident #7 had diagnoses that included diabetes mellitus (DM), cerebrovascular accident (CVA), hemiplegia, edema and chronic pain syndrome. The assessment documented she had a Brief Interview for Mental Status (BIMS) (cognitive function) score of 15 out of 15, which indicated intact memory and cognition. Resident #7 required the assistance of one staff with transfers and toilet use and did not walk.</p> <p>During an interview 7/23/18 at 1:15 p.m. Resident #7 stated she timed her call light on as long as 1 hour using her watch which caused her not to feel very good. Additionally, the resident stated there had been times staff left her on the toilet for a lengthy period of time especially over the lunch hour which caused her pain.</p> <p>3. The MDS assessment form dated 5/11/18 indicated Resident #8 had diagnoses that included urge incontinence, constipation, overactive bladder and edema. The assessment indicated the resident had a BIMS score of 15,</p>			
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	<p>she required the assistance of one staff with transfers, dressing and toilet use and did not walk.</p> <p>During an interview 7/23/18 at 1:15 p.m. Resident #8 stated her call light would be on for lengthy periods of time due to a lack of staff. However, the resident failed to time how long her call light had been on at various times.</p> <p>4. The MDS assessment dated 6/26/18 indicated Resident #1 had diagnoses the included a urinary tract infection (UTI), DM, chronic kidney disease, stage 4 (CKD) and insomnia. The assessment indicated she had a BIMS score of 12 out of 15, which indicates moderate cognitive and memory impairment. Resident #1 required the assistance of one staff with bed mobility, transfers and toilet use, did not walk and experienced occasional incontinence of her bowels and bladder.</p> <p>During an interview 7/24/18 at 1:34 p.m., Resident #1 stated staff failed to answer her call light timely because of the lack of enough staff. The resident stated she timed the call light on up</p>			
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	<p>to 1/2 hour using the clock on the wall so she just peed the bed which felt dirty.</p> <p>5. The MDS assessment dated 6/8/18 indicated Resident #5 had diagnoses that included hypertension (high blood pressure), CVA, Non-Alzheimer's dementia, closed fracture of the left lower radius (wrist), disorientation and tinnitus (ringing in the ears). The resident had a BIMS score of 10 out of 15, which indicated moderate cognitive and memory impairment. Resident #5 required the assistance of one staff with transfers, walking, dressing and personal hygiene. The assessment indicated Resident #5 had range of motion impairment in one shoulder, elbow, wrist and/or hand.</p> <p>A Physician's Progress Notes dated 5/22/18 at 9 a.m. documented the resident reduced her fluid intake due to having to go to the bathroom and often having had to wait for someone to answer the call light. Unfortunately, a lack of mobility and decreased fluid intake increased CVA risk factors.</p>			
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	<p>During an interview 7/23/18 at 4:45 p.m. the resident and a family member confirmed the resident timed her call light on as long as 47 minutes using the clock on the wall. The delay made her felt like exploding due to the need to urinate and also caused anger. The resident stated she quit drinking a lot of water because staff failed to answer the call light in a timely manner.</p> <p>6. The MDS assessment dated 5/11/18 indicated Resident #9 had diagnoses that included unspecified abdominal pain, polyosteoarthritis and generalized muscle weakness. The assessment documented a BIMS score of 15. The assessment indicated the resident suffered from constant pain which made it hard to sleep at times and limited her day to day activities. On a scale of 0-10, the resident rated her worst pain at a 6.</p> <p>During an interview 7/25/18 at 10:28 a.m., Resident #9 stated she utilized the call light system and timed the light as on for up to 2 hours as she watched the clock on the wall. The</p>			
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	<p>resident stated she used the call light to ask for pain pills and suffered from terrible pain while she waited for pain pills.</p> <p>During an interview 7/25/18 at 10:22 a.m., Staff F, Licensed Practical Nurse (LPN) stated Resident #9 called the nurse's station for staff assistance.</p> <p>7. During a resident Group interview on 7/25/18 at 11:48 a.m., 4 of 6 residents stated that staff failed to answer their call lights within 15 minutes or less due to not enough staff.</p> <p>8. Review of the Resident Council Meeting minutes revealed the following information as dated:</p> <ul style="list-style-type: none"> a. 7/6/17 - Call lights not answered in a timely manner. b. 8/3 - Call lights not answered in a timely manner. c. 9/7 - Call lights not answered in a timely manner. d. 4/5/18 - Residents requested their call lights answered quicker. 			
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	<p>e. 5/3 - Call lights not answered all the time on hall 2.</p> <p>f. 6/7 - Call lights took long to answer on halls 1, 2 and 3.</p> <p>During an interview 7/24/18 at 2:19 p.m., Staff B, Certified Nursing Assistant (CNA) indicated staff were not really able to answer call lights timely and residents complained at times.</p> <p>During an interview 7/24/18 at 3:21 p.m., Staff C, CNA indicated she answered resident call lights the best she could but it depended on the situation. Staff C could not say she answered all resident call lights in 15 minutes or less.</p> <p>During an interview 7/25/18 at 12:33 p.m., Staff D, CNA indicated her ability to answer resident call lights timely depended on if she took care of other residents or not; then it may take longer. Staff D confirmed residents complained about call lights not being answered timely.</p> <p>During an interview 7/25/18 at 2:12 p.m., Staff G, Certified Medication Aide (CMA) indicated there</p>			
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	<p>had been a couple of call lights on over 15 minutes and he has heard residents complain here and there.</p> <p>During an interview 7/25/18 at 2:30 p.m., Staff A, CNA indicated he could not always answer call lights in 15 minutes or less but that he tried his best.</p> <p>FACILITY RESPONSE:</p>			
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