

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

Citation Number: 8028				
		Date: March 24, 2020		
Facility Name: Crestview Acres		Survey Dates: February 19-March 9, 2020		
Facility Address/City/State/Zip: 1485 Grand Marion, IA 52302		MW, TAG		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

56.6(1)	<p>481—56.6(135C) Treble and double fines. 56.6(1) Treble fines for repeated violations. The director of the department of inspections and appeals shall treble the penalties specified in rule 481—56.3(135C) for any second or subsequent class I or class II violation occurring within any 12-month period, if a citation was issued for the same class I or class II violation occurring within that period and a penalty was assessed therefor.</p>	I	<p>\$24,750</p> <p>\$8,250 x 3 (Treble) (Held in Suspension)</p>	UPON RECEIPT
58.23(3)e	<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. (III) 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>Based on clinical record review, observations, staff and resident interviews, the facility staff failed to provide proper supervision for two of nine residents reviewed to prevent a burn on one resident (Resident #1) and prevent a fall for another resident (Resident #3). The facility reported a census of 79 residents.</p> <p>Findings include:</p>			

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	<p>1. According to the Minimum Data Set (MDS) dated January 10, 2020, Resident #1 identified with diagnoses including Non-Alzheimer's Dementia, depression, and contractures of right and left knee, muscle weakness and repeated falls. The resident required extensive assistance of two staff with bed mobility, transfers, dressing and totally dependent on staff for toilet use and the resident did not walk. The resident noted with severe cognitive ability and the staff utilized a wheelchair to move the resident about the facility.</p> <p>Review of the Care Plan revised on 10/27/17 revealed Resident #1 with a high risk for falls due to gait/balance problems, unaware of safety and history of falls. The Care Plan indicated Resident #1 rolled out of bed on 1/14/20. The plan directed staff to position the resident's bed in low position, anticipate the resident's needs, assist with two staff for transfers and place a fall mat next to bed.</p> <p>Review of an Incident Report dated 2/20/20 revealed a staff member found Resident #1 the morning of 2/13/20 with her right leg resting on a heater vent in her room. The right leg reddened from the knee to the foot and warm to the touch. The right great toe and second toe on the right foot noted to have blisters on each toe. The blisters and surrounding red areas measured 1.0 centimeter by 1.2 centimeters to the right great toe and a 1.0 centimeter by 0.5-centimeter blister noted on the second toe on the right foot. The report indicated the resident's bed pushed against the wall by the radiator. The Incident Report indicated the</p>			
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	<p>family and physician notified on 2/20/20 about the 2/13/20 incident.</p> <p>Review of Incidents Reports dated 10/6/19, 11/1/19 and 2/11/20 revealed staff found Resident #1 on the floor in her room, with unwitnessed falls from her bed at these times.</p> <p>Review of the Progress Notes dated 2/13/20 failed to reveal documentation regarding the incident and blisters noted on the resident.</p> <p>Review of the Progress Note dated 2/20/20 at 9:52 a.m., documented Staff A, Skin Nurse placed a phone call to Resident #1's primary care physician to report the incident on 2/13/20. Staff A reported the staff found the resident laying on the heat radiator in the room and the resident had new blisters on her toes as a result of this. The notes revealed Staff A then notified the family of the incident and blisters the resident sustained.</p> <p>Review of the Non-Pressure Skin Condition Report dated 2/13/20 indicated the resident with an intact blister on the great toe on the right foot with redness around the site. The blister measured 1.0 centimeter by 1.2 centimeters. In addition, an intact blister on the second toe on the right foot measuring 1.0 centimeter by 0.5 centimeter with redness to skin around the area. Review of a third Non-Pressure Skin Condition Report dated 2/13/20 indicated at 9:00 a.m., the resident had redness on the right lower leg from the knee to the foot, the skin warm to touch; Staff A described the area as a heat rash.</p>			
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	<p>Observation on 2/19/20 at 2:00 p.m. revealed Resident #1 with 2 reddened areas on her right foot, the first reddened area noted to the right great toe and the second reddened area on the second toe. Staff A, Skin Nurse removed the resident's socks to reveal the reddened areas and stated the staff found the resident on the radiator next to her bed the early morning of 2/13/20. The staff found the resident's right leg resting on the radiator, the redness to her right lower leg resolved but the blisters remained. Staff A stated she became aware of the incident on 2/13/20 but was informed by the former Director of Nursing (DON) the incident was taken care of. Staff A stated she completed skin sheets on 2/13/20.</p> <p>During an interview on 2/20/20 at 10:30 a.m., Staff B, Bath Aide stated assigned to do baths the morning of 2/13/20. Staff B reported at approximately 6:20 a.m. she and another aide walked into Resident #1's room to get her for a shower when she noted the resident had rolled over in bed. The resident's right leg resting on the radiator hanging on wall next to her bed. Staff B indicated the resident's bed was up against the radiator at that time. Staff B rolled the resident back onto her bed and noted her knees had indentations from resting on the radiator and her right leg from the knee down reddened. The resident's toes to right foot noted to have blisters on them. Staff C, Certified Nurse Aide (CNA)/Bath Aide left the room and asked Staff D, Acting DON to assess the situation. Staff B stated the resident appeared hot, sweaty and with matted hair. Staff B completed the resident's shower, while in the</p>			
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	<p>shower the former DON and Nurse Consultant assessed the areas. Staff B stated the Administrative staff did not approach her regarding the incident until 2/20/20.</p> <p>During an interview on 2/20/20 at 7:58 a.m., Staff C, CNA stated she just wrote a statement regarding the blisters on Resident' #1's toes today. Staff C stated she assisted Staff B transfer the resident for her shower the morning of 2/13/20. Staff C stated she found Resident #1 with her bed against the wall, almost laying on her stomach with her right leg resting on the radiator next to her bed. Staff C stated the resident had both legs on the radiator; both knees had indentations from the radiator on them. The resident had her whole lower leg resting on the radiator, and the resident's right lower leg reddened. Staff C stated Staff B pointed out the blisters to the resident's right toes. The Acting DON came into the room and stated they will watch the area. Staff B and Staff C informed the current DON at the time and the Corporate Nurse that the staff found the resident on the radiator. Staff C stated both the former DON and the Nurse Consultant thought the resident had cellulitis.</p> <p>During an interview with Staff D, Acting DON on 2/19/20, Staff D stated she did not make out an incident report regarding the incident on 2/13/20 and stated she did not know anything about the incident. During a second interview with Staff D on 2/20/20, Staff D stated Resident #1 unable to move herself in the bed as she has contractures. Staff D reported unaware how the resident came to rest on the radiator.</p>				
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	<p>Staff D stated the Administrator just started the incident investigation on 2/19/20.</p> <p>During an interview on 2/20/20 at 2:10 p.m., Staff E, CNA stated she worked the night shift on 2/12-2/13/20 and last saw the resident at 5:00 a.m. on rounds. Staff E stated at this time there resident was asleep in her bed, facing the window. The resident's bed against the radiator on the wall.</p> <p>During an interview on 2/20/20 at 2:00 p.m., Staff A, Skin Nurse stated she notified the physician and the family on this day to alert them of the incident with the burns. Staff A stated she thought the former DON handled this.</p> <p>During an interview on 2/19/20 at 4:00 p.m., Staff F, Administrator stated the incident reported to her but the staff only speculated the resident had her leg on the radiator. She indicated the staff told her Staff A, Skin Nurse monitoring the situation. They took immediate action by moving the bed away from the radiator but they still have not gone thru, checked all resident rooms to assure the beds away from the wall radiators, and indicated she did not provide re-education to staff regarding the incident at this time</p> <p>Review of a Risk Management policy dated 2/26/20 directed staff to understand the root cause behind the incident, to complete a Comprehensive Incident Report, to notify the family and physician of the incident, to document the incident in the progress notes, complete a head to toe assessment and to</p>			
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	<p>ensure interventions in place. The Policy directed staff to document in the Notes section and update the resident's Care Plan with interventions put into place.</p> <p>2. According to the Minimum Data Set (MDS) dated 1/31/20 indicated Resident #3 identified with diagnoses including Non-Alzheimer's Dementia, muscle weakness and repeated falls. The resident required extensive assistance of two staff for bed mobility, dressing and had total dependence on staff for transfers. The resident with severe cognitive ability required a Hoyer lift for transfers and utilized a wheelchair to move about the facility with staff assistance. The MDS indicated the resident experienced a fall since admission.</p> <p>Review of Resident #3's Care Plan dated 12/20/19 informed staff the resident identified with a risk for falls related to dementia, history of falls and impaired mobility. The Care Plan indicated the resident experienced a fall while in her wheelchair on 2/9/20 in the 100 Hall lounge and another fall on 2/18/20 from leaning forward out of her wheelchair in the lounge area. The intervention put into place after the 2/9/20 fall in the 100 Hall lounge included to not leave the resident unattended in the lounge with her spouse.</p> <p>Observation on 2/19/20 revealed the resident in her room in wheelchair, the resident noted to have bruises to the right side of her face, a black eye and a bruised lump on the left side of her forehead. Staff reported at this time, the resident fell forward out her wheelchair</p>				
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	<p>yesterday while alone in the 100 Lounge with her husband. The staff said she could now only visit with her husband in the main dining room.</p> <p>Observation on 2/20/20 at 7:30 a.m., Staff A, Skin Nurse assessed the resident's facial bruising. The bruises to her right eye/facial area measured 6.5 centimeters by 5.0 centimeters, the resident with a black eye and bruised lump to the left side of the forehead.</p> <p>Review of an incident report dated 2/18/20 at 6:52 p.m. stated the staff found Resident #3 on the floor in the 100 Hall lounge, she sat in the wheelchair accompanied by her husband. The nurse who completed the incident report indicated the resident became tired and fell forward out of her wheelchair, hitting her head on the floor. The staff transferred the resident to a local emergency room for evaluation. The Incident Report stated the resident's husband is also a resident in the facility and took the resident to the lounge area by himself even though instructed not to do so. The resident's spouse tries to care for the resident but is not able to do so. The Incident Report stated the resident is not to be left alone with her husband and they must visit in the main dining room, the spouse cannot take the resident out of the dining room himself.</p> <p>Review of a crossed out Progress Note dated 2/9/20 completed by Staff G, Licensed Practical Nurse (LPN) at 11:12 a.m., documented Staff G informed by a visitor that Resident #3 fell in the 100 Lounge and on</p>			
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	<p>the floor. Staff G contacted the family regarding the fall and the family member requested Resident #3 not be left in the lounge with the resident's spouse.</p> <p>Review of a Progress Noted dated 2/18/20 at 11:39 a.m., Staff H, Registered Nurse (RN)/MDS Coordinator contacted the resident's family of the transfer to the local emergency room, the notes revealed the resident experienced a fall in the 100 Hall lounge.</p> <p>During an interview on 2/20/20 at 2:30 p.m., Staff H, RN reported responsible for updates on Resident #3's Care Plans and updated the Care Plan after a fall on 2/9/20. The fall intervention added on 2/9/20 included resident should not be alone with her husband in the 100 Hall lounge due to questions the husband is attempting to provide assistance to the resident and is unable to do so safely.</p> <p>During an interview on 2/20/20 at 10:30 a.m., Staff B, CNA stated the resident experienced a prior fall from her wheelchair while in the 100 Lounge with husband present. Staff B stated at the time of the fall the resident required supervision when in the 100 Hall Lounge with her husband.</p> <p>During an interview on 2/20/20 at 11:00 a.m., Staff I, CNA stated the resident allowed 1 hour of time with his wife, Resident #3. Staff I stated the spouse pushed Resident #3 to the 100 Hall on 2/18/20. Staff I stated unaware the spouse took his wife back there as she went to break. Staff I reported unaware the resident needed supervision when in the 100 Hall lounge with</p>				
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	<p>her husband. Staff I stated the nurses never told her of this change.</p> <p>During an interview on 3/3/20 at 11:00 a.m., Staff G, LPN stated after the fall on 2/9/20 an intervention went into place that the resident remain supervised when with her husband in the 100 Hall lounge area. Staff G reported she wrote the entry in the Progress Notes on 2/9/20, but the former DON got into the computer and crossed out the entry. Staff G reviewed the charting she completed on 2/9/20 and stated it was accurate.</p> <p style="text-align: center;">FACILITY RESPONSE:</p>			
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