

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

Citation Number: #8067		Date: 8/2/2020		
Facility Name: Stratford Specialty Care		Survey Dates: 7/13-17, 2020 and 7/20-21/2020		
Facility Address/City/State/Zip 1200 Highway 175 East Box 260 Stratford, IA 50249				
		SB		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.28(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)</p> <p>58.28(3) Resident safety.</p> <p>e. Each resident shall receive adequate supervision to protect against hazards from self, others, or elements in the environment. (I, II, III)</p> <p>DESCRIPTION:</p> <p>Based on observation, record review, staff and physician interview, the facility failed to provide adequate nursing supervision of residents when using the facility's courtyard patio, for 1 of 7 residents reviewed for inadequate nursing supervision (Resident #1). On 6/23/20, the facility began unlocking the courtyard patio door in the morning and locking it at night to allow residents to use the courtyard independently during the daytime. The facility failed to maintain adequate supervision of Resident #1 and did not know the resident entered the courtyard on 7/11/20. Staff last saw the resident at approximately 9:44 a.m. and did not see her again until staff found the resident at 10:20 a.m. on the ground following a fall. The heat index was 90 degrees outside at the time and when found,</p>	I	\$7,750 (Held In Suspension)	UPON RECEIPT
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Facility Administrator

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	<p>the resident's temperature was 101.4 degrees. It took 1 hour and 15 minutes for the resident's temperature to return to normal (98.4 degrees). The resident was also assessed with large red marks on her body after the incident which resolved that day. The incident resulted in an immediate jeopardy situation. The facility abated the concern on 7/18/20. The facility reported a census of 38 residents.</p> <p>Findings Include:</p> <p>The Minimum Data Set (MDS) assessment dated 6/4/20 for Resident #1 identified the resident with long and short term memory impairment. The resident's cognitive skills for daily decision making severely impaired. The MDS recorded the resident exhibited wandering behavior one to three days of the seven-day look back period. The MDS revealed the resident independent without set up for bed mobility and transfers. The MDS revealed the resident required extensive physical assistance of one person for toileting and frequently incontinent of urine, always incontinent of bowel. The MDS documented diagnoses that included: hypertension (high blood pressure), heart failure, diabetes mellitus, non-Alzheimer's dementia, anxiety, depression, psychotic disorder, and a mood disorder.</p>			
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	<p>The care plan focus area initiated 5/25/18 identified the resident with difficulty making her own decisions. Care plan interventions revised on 10/12/18 included: give the resident verbal cues or reminders when she could not remember; the resident could follow simple directions, redirected easily; and sometimes the resident spoke words or sentences that made sense and other times she spoke jumbled words. Additional revisions to the care plan included:</p> <ul style="list-style-type: none"> a. On 12/18/19, a key lock placed on the resident's closet doorknob as the resident used the closet as a bathroom and an alarm placed on the bathroom door as the resident flushed things down the toilet. b. On 2/1/19, the resident's clothes kept in the shower room because of her dementia and trying to flush them in the toilet. c. On 2/8/19, staff to redirect the resident as needed from wearing multiple layers of clothes at a time. <p>A care plan focus area dated 5/25/18 identified inappropriate behaviors related to Alzheimer's disease. On 6/22/20, a care plan revision documented the resident resided on the securely locked CCDI (Chronic Confusion and Dementing Illness) unit and a 30-day trial to occur of opening the CCDI unit doors.</p>			
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	<p>A care plan focus area revised 7/12/20 identified the resident at risk for falls related to dementia and the resident fell without injury on 9/22/19, 10/16/19, 2/15/20, and on 7/11/20 with injury. The care plan interventions included:</p> <ul style="list-style-type: none"> a. On 10/12/18 the resident on the falling leaf program, used a walker in her room and hallways, and at times needed reminders to use the walker. Staff to monitor for changes in the resident's condition that warrant increased supervision or assistance and notify the physician. b. On 7/11/20, a secondary alarm placed on the patio door and the alarm to be on at all times when the door unlocked. On 7/16/20, the intervention resolved. c. On 7/16/20 the door to the patio to be locked unless the patio used with supervision. <p>Resident #1's order list revealed that on 12/24/18 the physician ordered CCDI unit placement for the resident.</p> <p>A fall risk evaluation dated 6/3/20 revealed the resident scored a 15; a score of 10 or higher equaled high risk for falls.</p> <p>A wandering risk evaluation dated 12/12/19 identified a score of 14.0; the 3/12/20 evaluation scored the resident at a 9.0; and the 6/3/20</p>			
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	<p>evaluation scored the resident at 9.0. The score of 10 or higher indicated a high risk for wandering. Under 10 equaled low risk.</p> <p>Resident #1's supplemental documentation records documented the resident displayed wandering behavior on the following days:</p> <p>a. May 2020 - 5/1, 5/2, 5/3, 5/4, 5/5, 5/7, 5/8, 5/9, 5/10, 5/13, 5/14, 5/15, 5/18, 5/19, 5/22, 5/23, 5/25, 5/27, 5/28, 5/31</p> <p>b. June 2020 - 6/1/, 6/2, 6/3, 6/5, 6/6, 6/7, 6/8, 6/10, 6/11, 6/13, 6/15, 6/16, 6/17, 6/19, 6/20, 6/22, 6/24, 6/25, 6/26, 6/27, 6/28, 6/29, 6/30</p> <p>c. July 2020 - 7/3, 7/5, 7/8, 7/9, 7/13</p> <p>Progress Notes included the following documentation:</p> <p>a. On 6/10/20 at 10:37 a.m., a care plan conference summary note under the nursing section recorded the resident continued to require assistance to meet ADL (Activities of Daily Living) needs and remained on the CCDI unit ambulating independently with a walker.</p> <p>b. On 6/22/20 at 7:04 p.m., the resident shut the memory lane doors after the doors opened two times. The resident stayed back in the TV room and did not go past the doors.</p> <p>c. On 6/23/20 at 7:05 p.m., the resident urinated in the recliner one time and staff assisted her to use the restroom to clean and change clothes.</p>			
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	<p>The resident later incontinent in bed and wandered into others rooms, slamming the door to her own room.</p> <p>d. On 6/24/20 at 1:10 p.m., the resident visibly upset, confused, resisting care, and spit her medication out.</p> <p>e. On 6/24/20 at 10:34 p.m., the resident redirected multiple times throughout the shift due to wandering into other peers rooms and taking items from their rooms.</p> <p>f. On 6/25/20 at 11:52 a.m., the resident in and out of every room taking all toilet paper off the rolls putting things in toilets.</p> <p>g. On 6/26/20 at 2:42 p.m., the resident wandered in other's rooms and went through their things, urinated on the bed two times, undressed two times, and behaviors increased since memory care unit doors opened.</p> <p>h. On 6/27/20 at 12:32 p.m., the resident incontinent and stripped off her clothes in the TV room, naked in the recliner.</p> <p>i. On 6/28/20 at 6:32 p.m., the resident wandered in halls and into others rooms.</p> <p>j. On 7/4/20 at 4:07 p.m., the resident slammed doors and wandered in the hallways.</p> <p>k. On 7/9/20 at 8:00 p.m. and 7/10/20 at 12:53 a.m., the resident up in hallway wandering halfway naked and went into other residents' rooms.</p>			
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	<p>The unwitnessed fall incident report dated 7/11/20 at 10:20 a.m. revealed staff found Resident #1 outside of the memory care unit dining room, on the patio. A CMA (certified medication aide) found the resident lying on her back in the mulch with the walker on top of her stomach. The nurse assessed two red lines on the resident's abdomen measuring in 15 cm (centimeters) by 2 cm, 7 cm by 2 cm, and a 10 cm diameter circle of redness on the resident's coccyx. The report recorded the resident's skin flushed and temperature 101.4 degrees (high). The resident assisted to her feet by three staff members. The resident could not give a description of the event. The incident report revealed the facility locked the door to the outside courtyard following the incident. The incident report revealed the facility notified the family and the physician.</p> <p>A Progress Notes dated 7/11/20 at 8:12 pm., written by Staff A, Registered Nurse (RN), documented Staff A called to the courtyard outside the memory unit dining room. Staff A recorded the resident found by a CMA laying on her back in the mulch with the walker on top of her stomach. Staff A assessed the resident as alert, awake, responsive to verbal stimuli, skin flushed, and sweating. Staff A measured vital signs that included temperature of 101.4 degrees</p>			
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	<p>and heart rate of 104 beats per minute. Staff assisted the resident to her feet then the resident walked with assistance of two persons to the restroom. Staff A documented the resident's temperature remained high, a cool washcloth place on the resident's neck but the resident refused to keep it on her forehead, and the resident refused to void at that time. Staff assisted the resident to change her clothes as the clothes sweaty, and the resident assisted to ambulate to her bed. Staff A further assessed 2 red lines on the resident's abdomen where the walker rested; the top line 15 cm by 2 cm and the bottom line 7 cm by 2 cm, which started to fade. Staff A assessed a 10 cm circle of redness on the resident's coccyx area from laying on the warm mulch that was fading around the edges. Staff A measured the temperature at 10:28 a.m. at 101.0 degrees and at 10:35 a.m. at 100.7 degrees. Staff A offered the resident a glass of water, which she drank. Staff A initiated an intervention to keep the doors to the outside courtyard locked unless supervision available.</p> <p>Resident #1's Temperature Summary printed 7/17/20 documented the following temperature readings:</p> <ul style="list-style-type: none"> a. 7/11/20 at 2:39 a.m. 98.0 degrees b. 7/11/20 at 10:21 a.m. 101.4 degrees c. 7/11/20 at 10:28 a.m. 101.0 degrees 			
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	<p>d. 7/11/20 at 10:39 a.m. 100.7 degrees e. 7/11/20 at 10:50 a.m. 99.6 degrees f. 7/11/20 at 11:03 a.m. 98.9 degrees g. 7/11/20 at 11:23 a.m. 98.8 degrees h. 7/11/20 at 11:36 a.m. 98.4 degrees</p> <p>The Progress Notes dated 7/13/20 at 8:32 a.m. documented a fax received from the resident's physician stated the physician would review the incident in-person on Wednesday (7/15/20).</p> <p>A physician fax form dated 7/11/20 documented a FYI (For Your Information) notification of Resident #1's unwitnessed fall in the courtyard off memory lane. The fax recorded the resident found on her back in the mulch, flowerbed, with no injuries. The fax documented the resident's temperature elevated initially but went down to normal. Then intervention implemented to have the doors closed to outside unless supervised. The physician responded 7/13/20 that she would discuss the incident on Wednesday (7/15/20) to review the incident report and policy.</p> <p>The Internal Quality Assurance Investigation Form, signed by the Director of Nursing (DON) and Administrator on 7/13/20, identified the possible contributing factors to Resident #1's fall on 7/11/20 as the cement higher than the ground. The facility implemented the following</p>			
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	<p>preventative measures: patio door to remain locked at all times unless supervision provided outside and staff educated about locking the patio door.</p> <p>Physician visit notes dated 7/15/20 identified the resident with a couple of significant events recently. The notes revealed the resident wandered out onto the patio that weekend and staff found the resident in the flowerbed. The entry documented apparently the resident's walker hit the edge of the sidewalk, which caused her to tumble. The resident did not have obvious injuries but did have an elevated temperature of 101.0 degrees Fahrenheit and the temperature managed in the facility. The physician found out about the incident by fax on Monday morning (7/13/20) and as of the 7/15/20 exam, the resident did not appear to have any injuries and appeared at baseline mentally.</p> <p>Progress Notes dated 7/16/20 at 10:17 a.m. documented after QA (Quality Assurance) discussion an intervention dated 7/11/20 of a secondary alarm to be on the courtyard patio door at all times when the door unlocked changed to the door locked unless supervision provided.</p> <p>Observations</p>			
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	<p>Observation showed on 7/15/20 at 10:30 a.m. the facility's courtyard located on the Memory Lane unit, off the unit's dining room. Observation also revealed the facility's CCDI unit doors open. Observation of the patio revealed uneven areas from the sidewalk to the mulch with drop of 2 to 3 inches. Observation also showed chairs present, small landscaping ornaments in the center circle, plants and shrubbery around the edges of the patio in mulch areas.</p> <p>On 7/15/20 at 1:36 p.m., the surveyor checked the doors for alarms and found the courtyard door locked.</p> <p>Observation on 7/16/20, revealed the resident's room located approximately four rooms down from the CCDI unit dining room which contained the entrance to the courtyard patio.</p> <p>Staff Interviews</p> <p>On 7/15/20 at 3:21 p.m., Staff A, RN, reported the resident occasionally wandered but tended to stay in her room and kept the door shut most of the time. Staff A, RN, recalled the incident of Resident #1 on 7/11/20. Staff A reported she assessed Resident #1 at 10:20 a.m. as she laid on the ground. Staff A stated prior to going on break at 9:45 a.m., Staff B, CMA, reported seeing</p>			
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	<p>the resident in bed. Staff A reported Staff B reported finding the resident at 10:20 a.m. on the ground of the courtyard upon returning from her break. Staff A stated there "was no way the resident outside for more than a half hour". Staff A stated she observed skin issues on the resident which disappeared by the time she left the facility at the end of her shift. Staff A reported even though there was a staff member assigned in the CCDI unit, staff tried to help all over the building and cover where they could. However, at the time of the incident the CMA went to break.</p> <p>On 7/16/20 at 2:10 p.m., the DON identified the resident's general routine as walking in the hallway, the dining hall, and the TV room. The DON reported when the facility first opened the CCDI unit doors, the resident would actually shut them. The DON reported the resident loved to go outside, and went outside before. The DON reported the resident with no previous elopement events in the facility prior to the event. The DON stated the resident never tried to open doors or tried to leave the facility. The DON reported staff recalled seeing the resident 30 minutes prior to the fall. The event occurred around 10 a.m. The DON identified Staff B as the one to discover the resident down outside in the patio area. The resident's abdomen and buttock contained marks but the DON reported those skin issues now</p>			
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	<p>resolved. The DON reported before the incident, the door not alarmed. The DON reported staff checked door alarms daily and times for the checks varied.. The DON stated during the weekends, the weekend manager or scheduled department heads checked the doors. The DON identified the Dietary Manager as the department head working the weekend of 7/11/20. The DON stated night shift did not always open the doors in the morning for residents. The DON reported when the department heads did the door checks, typically in the morning around 8:00 a.m., they unlocked the patio door at the same time so residents could utilize the courtyard. The DON reported the facility applied a secondary alarm which proved to not work so staff now locks the patio door and staff must be supervise residents while outside.</p> <p>On 7/16/20 at 2:39 p.m., the DON reported she called Staff A at 2:30 p.m. and got a statement from Staff A. The DON reported Staff A said she chose to fax the doctor due to the resident not having any major injuries and because all skin issues resolved before Staff A left the facility. The DON reported Staff A said the resident wore slacks and a short sleeve shirt when found. The DON reported the facility did not have a facility policy for use of the courtyard.</p>			
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	<p>The time sheet for 7/11/20 revealed Staff B clocked out for break at 9:44 a.m. and returned at 10:15 a.m.</p> <p>On 7/16/20 at 4:45 p.m. Staff B, CMA, recalled Resident #1's fall on 7/11/20. Staff B reported she checked on the resident previously and observed the resident in her room, in bed and awake. Before going to break at 9:44 a.m., Staff B informed other staff the residents doing okay. Staff B reported she left for break and returned to find the resident outside in the courtyard around 10:20 a.m. Staff B stated she observed the resident damp from sweat and wearing beige pants, a t-shirt and shoes. Staff B reported Resident #1 normally wandered and wandered in and out of resident rooms. Staff B reported she felt staff should be in the CCDI unit at all times to supervise the residents. Staff B reported residents like Resident #5 and Resident #6 tried to elope. Staff B stated she felt the facility had residents who were high acuity and required more help.</p> <p>In a follow-up interview on 7/20/20 at 12:50 pm, Staff B reported she did not feel it safe for Resident #1 to be outside unsupervised. She stated she used to take the resident out to the patio all the time and would always supervise her. Staff B reported she didn't know the door was</p>			
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	<p>unlocked to the patio. Staff B identified the patio door as unlocked by the time the resident went out in the courtyard. Staff B stated she found the resident outside and the resident stated, oh good you came. Staff B reported the resident appeared alert and laid flat on her back in the center of the patio, which was covered in mulch and lawn ornaments. The resident laid with her walker but did not appear to be laying on any of the landscaping ornaments located in the center of the patio.</p> <p>In a follow-up interview on 7/21/20, Staff B reported the resident also outside on 7/11/20 at around 9 a.m. Staff B let Resident #1 out to the patio and the resident stayed out there for about 5 to 10 minutes before wanting to come back in.</p> <p>On 7/21/20 at 10:38 a.m. Staff D, CMA, recalled the fall on 7/11/20 for Resident #1. Staff D reported she first saw Resident #1 on 7/11/20 around 9 a.m. when Staff B asked her to let Resident #1 inside from the patio while Staff B worked on medications. Staff D reported the resident outside and waved to get back in. Staff D reported she knew the door unlocked but did not know when the door became unlocked. Staff D reported, later she headed to lunch when she heard a page overhead for urgent help in CCDI unit. Staff D put her items down and went to help</p>			
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	<p>in the unit. Staff D reported she arrived to see Resident #1 on her back in the middle of the courtyard in the mulch area. Staff D stated the resident didn't seem to be in any distress or complain of pain. Staff took the resident's vitals and staff assisted her up. Staff D reported the resident had red areas to the resident's backside, which appeared to be from lying on the mulch. Staff D didn't recall seeing the resident's abdomen for marks but the resident's arms appeared pink. Staff D reported she assisted the resident to her feet.</p> <p>On 7/15/20 on 3:12 p.m., Resident #1's physician reported she received a fax 7/13/20 about Resident #1's fall in the courtyard 7/11/20. The physician stated she understood the courtyard was unlocked and staff found the resident outside on the mulch area of the patio. The physician reported she called the doctor on call over the weekend to find out whether or not the facility reported the incident to them and the doctor stated the facility did not report it to them. The physician reported she felt the facility should have notified the on-call physician about the incident. The physician commented she discussed with the facility that they needed to make changes regarding physician notification.</p>			
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Facility Administrator

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	<p>In a follow up interview on 7/16/20 at 4:13 p.m., Resident #1's physician reported she came to the facility on 7/15/20 and assessed the resident with no signs of skin breakdown or wounds from the fall. The physician reported she expected the facility to call if a resident temperature 101.4 degrees but she felt okay to treat the resident within the facility since hospitals battling COVID-19. The physician stated she would not want the resident to risk exposure. The physician stated if the temperature had been 103 degrees, she would have expected a call and a transfer to the hospital.</p> <p>On 7/16/20 at 1:48 p.m., the climatologist reported the temperature for the nearest city, Webster City, recorded on 7/11/20 at 9 a.m. as 82 degrees with a humidity of 66%, heat index 86 degrees. At 10 a.m. on 7/11/20 the temperature 84 degrees with a humidity of 70%, heat index 90 degrees.</p> <p>On 7/15/20 at 1:40 p.m., the Maintenance Director stated the gate outside in the patio didn't lock but identified it as alarmed. The Maintenance Director stated he was not in the facility when staff found the resident outside. The Maintenance Director stated on days he worked he checked the doors to make sure they were</p>			
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	<p>functioning properly and would unlock the patio door during the daytime for the residents.</p> <p>On 7/15/20 at 3:45 pm, the Dietary Manager (DM) reported night staff should lock the doors and when she came in the mornings, she did the patio door check and unlocked it for the residents. The DM stated after the incident occurred with Resident #1 on 7/11/20, she checked the patio door at 10:30 a.m. The DM stated she did not unlock the door that morning. The DM identified it as likely the overnight staff left the door unlocked. The DM reported the door now contains a secondary lock or alarm so when residents go outside the alarm goes off. Observation with the DM at the time of the interview showed now a secondary lock on the patio door. The Dietary Manager showed when the door unlocked, the alarm would sound which required a staff member to shut it off with use of a key.</p> <p>On 7/16/20 at 4:30 p.m., Staff E, CNA (Certified Nurse Aide), reported when the facility first opened the doors to the CCDI unit, Resident #5, attempted to leave through the front door of the facility. She stated the facility since started opening the door to the patio for Resident #5 to go outside instead of trying to escape through the front door. Staff E stated management preferred</p>			
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	<p>to have the CCDI unit doors open. Staff E reported the night staff supposed to lock the patio door at 10 p.m. Staff E reported even though there was a schedule with designated areas for staff to work in, they technically floated all over the facility to help where they could.</p> <p>Review of the facility staff schedule revealed there were usually two nurses on in the morning with four CNAs to cover the building. On the morning of 7/11/20 (day of incident) the schedule revealed one nurse scheduled for the whole facility and four CNAs, one acting as a med aide. This indicated the facility was short one staff.</p> <p>Facility education:</p> <p>The Five Minute Meeting for Employees dated 6/22/20 contained 22 staff signatures and recorded the following information: Memory Lane doors are now open for the 30-day trial period. The first week we will keep operations the same. Medication aide will work in memory lane and continue to do meds. Start of the second week we will make the transition of the nurse responsible for the medications down memory lane. The CNA/CMA in memory lane work the right hall and memory lane (also known as left hall) CNA duties.</p>			
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	<p>The Five Minute Meeting for Employees dated 6/23/20 contained 22 staff signatures and recorded the following information: Memory lane patio doors will be unlocked by maintenance or whoever is checking door alarms for that day. If they forget to unlock nursing, please unlock. Also, relock the doors during inclement weather. Nurses are responsible for ensuring the door is locked at 10 p.m.</p> <p>Additional Staff Interviews</p> <p>On 7/16/20 at 1:50 p.m., the MDS Coordinator reported the facility began the trial of opening the CCDI memory care doors on 6/22/20. The MDS Coordinator stated she made note of the trial on all residents care plans who resided on the CCDI unit. The MDS Coordinator responded all staff could work everywhere in the building and not just dedicated to the memory care hall. At 3:00 p.m., the MDS Coordinator responded to the question what actions the facility took to increase supervision of residents who resided on the memory care unit when the facility opened the memory care doors on a trial basis. The MDS Coordinator stated they mostly kept a CMA on the unit with the doors locked and then when they opened doors that directed an aide to focus on that hall. The MDS Coordinator reported when the memory care doors locked and secured there</p>			
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	<p>were three residents who ambulated independently and utilized the courtyard: Resident #5, Resident #6, and Resident #1. The MDS Coordinator stated they placed a wander guard on Resident #5 when they opened the doors. The MDS Coordinator stated they tried to figure out what to do with the patio door located on the memory care unit that lead outside to a locked courtyard. The MDS Coordinator stated in the past, the facility tried several different approaches from having the patio door unlocked thru the day then locked at night and a time when they had a secondary alarm on the door. The MDS Coordinator stated the med aide could work on the unit and would lock the door. Then they went to having the door locked at all times. The MDS Coordinator responded the actions taken to increase supervision when they decided to open the CCDI doors included updating the care plans that a trial of opening the doors took place and if a resident went outside to the courtyard they needed supervised.</p> <p>At this point in the interview, the DON joined the conversation. The DON stated in preparation for opening the CCDI unit doors the facility notified all physicians, notified families, and completed elopement assessments for the six residents who resided on the CCDI unit. The DON stated the outside doors of the facility contained wander guard alarm systems. The DON commented the</p>			
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	<p>facility took baby steps when opening the doors. The DON stated they first kept someone staffed on that hall the whole time. Then they had a couple of residents who never crossed the line and Resident #1 as one of those residents who still did not come off that hall. The DON said eventually as the residents began to venture off that hall so did the staff assigned to the hall. The DON responded to what led the facility to trial opening the memory care doors. The DON identified the population on the CCDI unit as only six residents. The facility did not get referrals or admits to the unit, they did not feel those six residents presented as elopement risks, and they wanted the hall available to place residents if they had an outbreak of COVID-19 infection in their building. The DON stated those residents who scored higher on the elopement risk assessments had a wander guard placed on them. The MDS Coordinator responded to why the facility scored Resident #1 a low risk on 6/3/20 when she previously had been high risk on 12/19/19 quarterly assessments. The MDS Coordinator and DON stated the resident did not leave her room anymore and typically just went to the commons area to watch her westerns on TV and at one time resided with the general population after a hip injury . They stated Resident #1 got better and then wandering progressed so went back to the unit. Therefore, at that time, Resident</p>			
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	<p>#1 score a higher elopement risk score. The DON added the increased supervision when opening the doors was just like any other monitoring of residents they did and they gave adequate supervision. They kept the same daily staffing ratios--- that did not change.</p> <p>On 7/17/20 at 2:06 p.m., the Nurse Consultant stated the facility did not have a policy or procedures available for the use of the courtyard or expectations on the locking of the courtyard patio door.</p> <p>On 7/17/20 at 2:10 p.m., the Administrator stated she did not know the date the courtyard patio door opened. The Administrator said that in the winter the facility kept the door locked at all times. The Administrator recalled the QA team discussed unlocking the courtyard patio door about a month or two prior related to the previous summer they unlocked the door to give residents secured access to the outside. The Administrator commented they decided to unlock the door in the mornings. The Administrator responded anyone with a key could unlock the door, nurses or anyone who checked door alarms. The Administrator stated during the week, first thing in the morning, the Maintenance Director unlocked the door, and on weekends, the manager on duty unlocked the door. The Administrator identified</p>			
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	<p>no set time to lock the courtyard door at night but revealed the night nurse as responsible to lock the door. The Administrator reported the DON talked to the nurses and did not know whether she provided the education verbally or written. The Administrator responded the facility did use temporary staffing agencies for CNA help but not for nurses and the Administrator did not know if the DON educated them. The Administrator voiced only the medication aides and nurses would have keys to the door. The Administrator responded she had no expectation for staff to provide supervision when the residents went in the courtyard. The residents who ambulated independently did not need supervision. The Administrator stated she started working at the facility in November 2019 and she did not know of Resident #1 having a fall since then. At this point in the interview, the DON joined the conversation. The Administrator then confirmed the facility unlocked the courtyard patio door on 6/22/20 at 8:00 a.m. and did not believe they made any changes to policies. The Administrator stated on 7/11/20 when Resident #1 fell, the facility locked the patio door unless staff provided supervision when a resident went outside. The Administrator stated she believed before that a resident did not need supervision when using the courtyard. The DON stated when the facility opened the memory care unit doors the</p>			
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	<p>supervision remained one staff member staffed on that hall, staff completed shift and behavior charting, and the facility did not feel any of those residents met the criteria for a locked unit. The DON stated it would not matter if the memory care doors opened or closed, Resident #1 could always go outside to use the courtyard patio. The Administrator responded she first became aware of Resident #1 falling outside on 7/11/20 when she read notes in risk management the morning of 7/13/20. The Administrator stated they discussed initially just locking the door then thought maybe they could put on a secondary alarm, however, the alarm went off too many times from residents opening the door. The Administrator said they then changed protocol for the courtyard patio door locked at all times and they made all those changes on 7/13/20.</p> <p>On 7/17/20 at 3:36 p.m. Staff F, Licensed Practical Nurse (LPN), recalled working with Resident #1 on 7/11/20 in the evening. Staff F identified Resident #1 as agitated when she tried to get vitals, the resident did not complain of pain, but its hard to say with dementia residents. Staff F stated the resident usually wandered at night into peoples' rooms and took stuff out. Staff F reported that night the resident stayed in her room. Staff F could not identify if the resident was a fall risk. Staff F recalled a 5-minute meeting</p>			
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	<p>about keeping the patio door open. Staff F voiced she did not agree with that as it was hard to keep track of residents with the doors opened and residents wandered a lot when sundowning. (According to mayoclinic.org, sundowning refers to a state of confusion occurring in the late afternoon and spanning into the night. Sundowning can cause a variety of behaviors, such as confusion, anxiety, aggression or ignoring directions. Sundowning can also lead to pacing or wandering.) Staff F responded facility management knew of the concern as they talked about it a lot. Staff F stated management staff never asked the floor staff about what they experienced at night with some residents up in the middle of the night several times. Staff F voiced yes the residents from the CCDI unit wandered and with the CCDI doors opened, residents appeared more confused and some really exit seeking. Staff F commented when the CCDI doors were shut, there was less risk as they always had a staff member assigned to that area. Staff F stated the person assigned the memory care hallway is now expected to help on other halls for people who need more care. Staff F identified the courtyard patio door as always locked at night and thought it locked the night of 7/10/20 as she usually went to check. Staff F responded the nurses kept the key to the patio door and the med aide also had a key as the med</p>			
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	<p>aide is responsible to ensure the door locked at night. Staff F stated usually Staff H, CNA, worked on memory care hallway and checked to ensure the patio door securely locked. Staff F responded she did not believe Resident #1 could use the courtyard independently even though the resident could ambulate independently.</p> <p>On 7/17/20 at 2:50 p.m., the Maintenance Director went with the surveyor to check all the door alarms for functioning. The Maintenance Director responded he checked the courtyard patio door in the mornings and unlocked it for approximately 2 weeks. The Maintenance Director said when the facility opened the memory care doors they wanted to give the residents access to the courtyard and therefore they unlocked the patio door. The Maintenance Director stated the night nurse should lock the patio door at night. The Maintenance Director stated before opening the memory care unit (CCDI) doors, staff used to keep a key in CCDI for the CNAs to use to let residents out to the courtyard. He did not know the location of the key at the time of observations. The Maintenance Director said after the incident with Resident #1 they placed another physical alarm on the door but it went off too much so they started locking the door all the time. The Maintenance Director stated it all happened over</p>			
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	<p>a 1 to 2 day period. The Maintenance Director stated before that, the residents could go out and have someone with them when in the courtyard.</p> <p>On 7/17/20 at 3:57 p.m. Staff C, CNA, recalled working on 7/11/20 and aware of Resident #1 being in the courtyard. Staff C stated she was busy answering call lights and came up right hall when Staff B hollered for Staff A. Staff C stated she did not unlock the patio door; it was unlocked and to her knowledge, shortly after opening memory lane doors, it could be unlocked. Prior to memory care doors opening, staff did not lock the patio door at all times. If it was nice outside the aide could open the door for the residents to go out. Staff C identified an aide as usually there to keep eye on things. Staff C voiced she felt it was a concern with the patio door unlocked when the memory care doors opened.</p> <p>On 7/17/20 at 4:00 p.m. Staff G, CNA, recalled working overnights on 7/10/20 and 7/11/20 and identified another nurse aide as assigned to work memory care hallway. Staff G stated she never unlocked the courtyard patio door. Staff G responded second shift notified her of Resident #1's fall. Staff G stated the med aide and the nurses had the keys to unlock the door. Staff G identified the pace as hectic on the overnight shift since the memory care doors opened. Staff G</p>			
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	<p>stated with residents who wandered to the front, ones that walked circles now got out of the doors a couple of times and that made it difficult with just 3 staff on overnights to keep an eye on them when doing rounds and the nurse busy. Staff G identified the residents at more risk for eloping and wandering because of easier access to the exits. Staff G explained staff responds to the alarms, but when someone needs help then she helps them. If a resident wandered off, they would not see it happen and not realize it until a resident alarmed at that door. Staff G stated they have to get down to the door quick and its hard to have the memory doors open. Staff G commented now the aide assigned to the memory care hallway could help in the rest of the building so puts CCDI residents at risk not having an aide stay on that hall. Staff G voiced residents sundown and in the late night/early morning they wander. If staff are busy, its hard to have the staff watch out for them, they do best can on their shift.</p> <p>Observation on 7/17/20 at 4:55 p.m. revealed the cupboards in memory care locked. The Nurse Consultant opened every door looking for any possible key that may be present. No key found in the cupboards. A nurse present at the medication cart in the memory care dining room identified the key for the courtyard patio door as</p>			
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	<p>red, white, and blue in color and kept at the nurses station. The Nurse Consultant then went to the nurses station and observation showed a set of keys hanging on the door behind the nurses station. The Administrator grabbed the keys and stated she just spoke with the DON about the set of keys hanging up. The Administrator stated staff needed the keys to check the doors and ensure the doors locked. The set of keys included a key with a flag imprinted on it and the Administrator confirmed the key locked and unlocked the patio courtyard door. The Administrator and the Nurse Consultant reported they would secure the key for the weekend to ensure no staff unlocked the patio door until they educated all staff on expectation the patio courtyard door remains locked at all times.</p> <p>On 7/20/20 at 9:27 a.m. Staff H, CNA, identified herself as familiar with Resident #1 who required help with dressing and walking to the bathroom. Staff H stated she worried about Resident #1 due to her fall risk status and the resident did not walk very well by herself the previous night. Staff H responded she heard about Resident #1's fall on 7/11/20 and confirmed she worked on overnight shift that weekend. Staff H identified Resident #1 as not a resident she would let use the courtyard by herself because the resident's status</p>			
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	<p>changes from one moment to the next due to dementia and not knowing if the resident would be okay. Staff H reported they used to leave the patio door unlocked until 10 p.m. at night and now they lock it at all times because of Resident #1's fall incident. Staff H recalled the patio door usually locked when she come on at 10 p.m. and she usually checked the door before she started her rounds. Staff H stated she thought the door was locked the night before the incident, as she did not recall finding it unlocked. Staff H stated she never had a key; just the nurse had the key.</p> <p>On 7/20/20 at 11:43 a.m. Staff I, CNA, stated she knew Resident #1 as a resident who required supervision to use the courtyard because the resident used an alarm on the door of her bathroom as the resident flushed things in toilet. Staff I stated the resident grabbed things, clothes in the shower room or she would wear them all at once, and due to cognition, the resident could forget how long she was out on the patio. Staff I identified the biggest problem as the staff did not know when people went out onto the patio. Staff I stated on second shift, the office staff normally went home by 3 p.m. and with only five staff on second shift, they didn't have time to go back to memory lane hallway to check on things. Staff I identified the purpose of opening the memory care CCDI door was for the aide from memory</p>			
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	<p>lane to help in the other halls. Staff I reported the second shift employees told management they could not open the memory care unit doors. Staff I said the day before they worked with just three aides on the floor. Staff I stated when the residents start sundowning, they wander down the halls and into other residents' rooms. Staff I said management instructed her to just walk with someone who wandered but if she did that then that removed her from the floor and other residents required assistance of 2 persons, so it was not feasible to supervise all. Staff I reported 13 residents required some form of assistance of 2 persons; some needed hoyer transfer (full body mechanical lift), some EZ stand lift (sit-to-stand mechanical lift) and others physical assist of 2. Staff I stated the week before she was instructed to stop what she was doing and go answer alarms, but if resident on the hoyer or EZ lift machine or in shower room, staff could not leave the residents.</p> <p>On 7/20/20 at 12:49 p.m. Staff J, CNA, reported the patio door could be unlocked as soon as the memory care doors opened. Staff J identified the patio door as unlocked from time up in morning and locked at 10 p.m. at night. Staff J said usually the med aide had the patio door key and made sure they locked the door for the nurses at 10 o'clock. However, she did not think it was a</p>			
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Facility Administrator

Date

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

Citation Number: #8067					Date: 8/2/2020
Facility Name: Stratford Specialty Care		Survey Dates: 7/13-17, 2020 and 7/20-21/2020			
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	<p>regular practice for the med aides as the nurse is responsible. Staff J commented many times they forgot. Staff J voiced she had concerns when they decided to leave the patio door unlocked as the patio contained garbage bags of weeds and identified the area as not cleaned up. Staff J identified chairs on the sidewalk and expressed concern of it being a hazard for residents walking or sitting in, if chairs slipped over the edge of the sidewalk. Staff J stated she made sure she held the chair when residents sat and moved the chairs when they came back in. Staff J identified herself as familiar with Resident #1 and felt the resident needed supervised because of her cognition status. Staff I responded she did not get any education about policies on the use of patio or who/when to supervise. In fact, Staff J stated one afternoon they found Resident #1 sunburned. Staff J said that afternoon Resident #1 stayed out on the patio until sunburnt then told the resident she better stay in and the locked the patio door. Staff J recalled she got the resident a washcloth, something to drink, and the back of her hands, arms, and neck appeared sunburned. Staff J thought it occurred two or three weeks prior. Staff J stated she knew it occurred during the time the facility decided to unlock the patio door but before she fell 7/11/20. Staff J stated she did report to the nurse the resident scratched the sunburn and Staff J asked for aloe vera gel.</p>			
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	<p>Staff J stated they decided not to let the resident go out on the patio and Staff J locked the door.</p> <p>On 7/20/20 at 2:24 p.m. Staff K, CNA, recalled before the memory care doors opened, Resident #1 usually walked up and down the hallway or watched TV in commons room. Staff K stated Resident #1 needed supervision for incontinence cares as she would strip down her clothes and needed help to find water. Staff K responded Resident #1 needed supervision due to poor safety awareness as the resident messed with things left out that she should not. Staff K identified the resident as someone he would want out in the courtyard as she might fall and not know what she would get into. Staff K identified the patio door as usually locked when the memory care unit was locked. Staff K identified it was hard to supervise the CCDI hallway after the facility opened the unit doors. Staff K stated the aide assigned to that hall came out on the other halls to help with extra cares when residents activated their call lights. Staff K responded he did not get any education from management about when they wanted the courtyard patio used or locked. Staff K voiced since 7/13/20, the patio door supposed to be locked at all times unless with the residents.</p>			
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Facility Administrator

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	<p>On 7/20/20 at 2:33 p.m. Staff L, CMA, recalled working in the memory care unit prior to the doors opening. Staff L identified Resident #1 as super forgetful and required assistance to go to the bathroom, get changed, and staff did everything for her except assist her to walk. Staff L stated she would not trust Resident #1 to be in the courtyard without supervision; she would not want any resident on the memory care unit to use the courtyard alone. Staff L explained she would worry about a resident falling or forgetting they how long they were outside. Staff L responded she did not know at the time of the resident's incident 7/11/20 that the facility left the patio door unlocked during the day. Staff L did not recall receiving education about the door being unlocked in the morning and locked at night. Staff L voiced she knew since the resident's fall to lock the patio door at all times.</p> <p>Abatement:</p> <p>The deficient practice detailed above resulted in an immediate jeopardy situation for the facility. The facility corrected the above non-compliance on 7/18/20 by completing the following actions:</p> <ul style="list-style-type: none"> a. On 7/13/20, the facility reviewed the incident and locked the courtyard patio door at all times. b. On 7/17/20, the facility leveled the ground in the courtyard to be even with the sidewalk. 			
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	<p>c. On 7/18/20, the facility completed education to all facility staff and agency staff that the patio door should remain locked at all times. The education included the key to unlock the patio door to be locked in the medication room under unless staff had it out to check the door alarms. Following that staff needs to immediately return the key to the medication room. The facility also placed a note on the patio door as a reminder to keep the door locked.</p> <p>d. On 7/20/20, the facility added a policy for the nurse to check the patio door in the courtyard one time per shift every day and log the check. Surveyors verified the corrections in place prior to the exit.</p> <p>The facility was notified of the immediate jeopardy situation on 7/20/20 at 3:23 p.m.</p> <p>FACILITY RESPONSE:</p>			
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