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

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|---|---|---|---|
| **Citation Number:** 9009 | | | **Date:** 10/6/20 |
| **Facility Name:** Oakland Manor | | **Survey Dates:** 8/4/20 – 9/17/20 | |
| **Facility Address/City/State/Zip**<br><br>737North Highway<br>Oakland, IA 50160 | **JM** | | |

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| 58.10(8) | **481—58.10(135C) General policies.**<br><br>**58.10(8)** Infection control program. Each facility shall have a written and implemented infection control and exposure control program with policies and procedures based on the guidelines issued by the Centers for Disease Control and Prevention, U.S. Department of Health and Human Services. (I, II, III) CDC guidelines are available at www.cdc.gov/ncidod/dhqp/index.html.<br><br>**DESCRIPTION:**<br><br>Based on observations, record review, staff and resident interviews, the facility failed to implement a comprehensive infection control program to mitigate the risk of spread of infection during a COVID-19 outbreak. The facility failed to complete infection control surveillance consistently on residents according to CMS and CDC guidelines and failed to isolate residents for a minimum of 10 days after the presence of COVID-19 symptoms first appeared. The facility also failed to provide care in accordance with accepted infection control standards and practices. Staff did not properly sanitize the sit to stand lift after use, wore incomplete or improper PPE, and failed to complete hand hygiene when indicated during resident personal care for 11 of 13 residents reviewed (#1, 2, 3, 4, 5, 6, 7, 9, 10, 11 and 13). During the COVID-19 pandemic, 30 residents and 17 staff tested positive for COVID-19 and 7 residents died due to complications | I | $10,000<br><br>(held in suspension) | Upon Receipt |



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| | of COVID-19. The facility reported a census of 31 residents.<br><br>Findings include:<br><br>1. According to the quarterly Minimum Data Set (MDS) assessment tool dated 6/26/20, Resident #1 had diagnoses that included coronary artery disease, heart failure, hypertension, diabetes and cerebrovascular accident. The MDS documented the resident scored 9/15 on the Brief Interview for Mental Status (BIMS) test which indicated the resident demonstrated moderate cognitive impairment. The MDS also documented he required extensive assist of 2 staff for transfers, walking in his room and toilet use, and extensive assist of 1 staff for dressing.<br><br>The Care Plan dated 6/26/20 documented Resident #1 as at risk for contracting Covid-19 and also at risk of developing fatal complications. The Care Plan directed staff to follow CDC guidelines and recommendations for Covid-19. A care plan revision dated 7/13/20 included precautionary isolation through 7/27/20 and directed the licensed nurse to complete a comprehensive respiratory assessment and monitor and document vital signs every shift.<br><br>Review of the clinical record revealed no vital signs or comprehensive assessments documented on 7/22/20.<br><br>The Progress Notes from 7/13-7/23/20 revealed Resident #1 placed in quarantine due to an outside | | | |



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| | doctor appointment on 7/13/20. On 7/23/20, the Progress Notes documented the resident leaned to his left, displayed increased confusion and his skin became gray in color. He was sent to the hospital and admitted to rule out a Cerebral vascular accident (stroke).<br><br>The Emergency Department (ED) note dated 7/23/20 revealed the resident sent to ED for weakness. The physician documented the resident had a CT scan and he did not see any significant change since the last scan.<br><br>The Hospital Infectious Disease Results dated 7/23/20 revealed Resident #1 tested positive for 2019 Novel Coronavirus.<br><br>During an interview on 8/11/20 at 12:35 PM with a representative of the county public health department stated the facility had 7 reported deaths related to Covid-19 complications as any death within 28 days of a positive Covid-19 test counts as a Covid-19 death. The representative stated the facility's communication is getting better with the Iowa Department of Public Health (IDPH), but there is still room for improvement. The representative said they call and speak to the facility daily for testing and results, but the facility does not complete the workbook in its entirety as required.<br><br>During an interview on 8/13/20 at 9:45 AM with a representative of the county public health department stated they have been trying to get the facility to follow IDPH guidance since 4/2/20 with regard to reporting | | | |



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| | requirements. The representative added it took 4 days to get a partial workbook of information completed, but the facility is not doing it daily as required.<br><br>Spreadsheets provided by the facility titled COVID Testing and dated 8/4/20 revealed 30 residents had tested positive for COVID-19. One page titled COVID Positive Staff revealed 17 staff had tested positive for COVID-19.<br><br>During an interview on 8/13/20 at 10:40 AM with Staff H, she stated the transition hall (precautionary isolation) had never been shut or sealed. The plastic put in place and pulled back signified the facility used it as a transition hall for new admissions or residents with unknown infection status. Staff H reported staff wear goggles and masks in the transition hall, but not gowns or gloves. She added that in March or April she was educated on the new requirements for cleaning, but there are days she thinks they don't have enough housekeepers to keep up.<br><br>During an interview on 8/13/20 at 11:00 AM, the Director of Nursing (DON), reported nurses work 12 hour shifts and are expected to complete a temperature and Covid-19 Risk Assessment every shift for every resident.<br><br>During an interview on 8/13/20 at 12:35 PM with the Assistant Director of Nursing (ADON), she stated she has worked at the facility for 3 years. She reported the facility never sealed or separated the transition hall from the rest of the facility, although they kept the | | | |



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| | residents' doors shut. She also reported staff wore masks and goggles but did not consistently wear gowns in resident rooms on the transition hall.<br><br>During an interview on 8/13/20 at 12:50 PM with the DON she stated all new admissions, readmissions, or residents that have been out for appointments go to the transition hall. She added they do not keep the hall closed or sealed and the staff are to wear their masks and goggles but have never been required to wear gowns on the hall.<br><br>2. According to the quarterly MDS dated 6/19/20, Resident #2 had diagnoses that included cancer, coronary artery disease, hypertension, renal insufficiency and cerebrovascular accident. The MDS documented the resident scored 14/15 on the BIMS indication he displayed intact cognition. The MDS revealed he was totally dependent on 2 staff for transfers and totally dependent on 1 staff for dressing and toilet use.<br><br>The Care Plan dated 3/16/20 revealed Resident #2 was at risk for contracting Covid-19 and also at risk for fatal complications. The Care Plan directed staff to follow CDC guidelines and recommendations for Covid-19.<br><br>Review of Resident #2's clinical record revealed no documentation of vitals and a comprehensive assessment on 7/31, 8/2, 8/3 and 8/4/20. | | | |



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| | 3. According to the quarterly MDS dated 6/15/20, Resident #3 had diagnoses that included heart failure, hypertension, pneumonia and diabetes. The MDS documented she scored 13/15 on the BIMS which indicated the resident demonstrated intact cognition. The MDS indicated she required extensive assist of 1 staff for transfers, dressing and toileting; and was independent with set up help for eating.<br><br>The Care Plan dated 6/26/20 revealed Resident #3 was at risk for contracting Covid-19 and also at risk for fatal complications. The Care Plan directed staff to follow CDC guidelines and recommendations for Covid-19.<br><br>Review of Resident #3's clinical record revealed it lacked documentation of vital signs and a comprehensive assessment on 7/31, 8/3, 8/6 and 8/7/20. Further record review revealed only one set of vital signs with a corresponding comprehensive assessment on one shift on 8/2, 8/4, 8/5, 8/8 and 8/9/20.<br><br>Observation on 8/10/20 at 1:00 PM revealed Resident #3 in a hospital gown in the shower room with Staff E and Staff I present for cares and shower during transfer from the Covid Isolation Hall (no longer had a positive COVID-19 test) back to her previous room. Both aides washed their hands and donned clean gloves. Staff E moved the lift while Staff I provided cares. Staff raised the resident's bare feet were raised and placed them on the visibly dirty lift platform. The front edge of the platform contained dirt and loose, | | | |



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| | varied types of small debris. Staff applied the sling around the resident's waist and Staff E raised the lift which assisted the resident to stand while connected to the lift. Staff I removed a urine soaked brief but did not remove her soiled gloves. She then unattached the sling from the lift with her dirty gloves and removed the sling from around the resident. Staff I then removed her gloves and used hand sanitizer. After the resident's shower, both aides present used hand sanitizer and applied clean gloves. Staff E moved the lift and helped Staff I attach the sling to the resident. Staff E raised the lift while Staff I dried the resident's backside. She then removed her gloves, sanitized and donned new gloves before applying a clean brief and pulling up the resident's clothes. Staff applied a mask to move Resident #3 to the hall and through the hallway to her room. After delivering the resident to her room, staff moved the lift to the hall without sanitizing it.<br><br>During a tour of the halls of the facility on 8/10/20 at 1:45 PM identified sit to stand lifts numbered 3, 4 and 6. All were visibly dirty and contained dirt and small particles and debris on the foot platform, on the top of the leg cushion, and on the handle bars where the resident had to grip to stand when staff raises the machine.<br><br>During an interview with the Director of Nursing on 8/10/20 at 2:10 PM she stated the facility has 5 sit to stand lifts to share between all the residents and staff are to sanitize the lifts between each resident and each hall. | | | |



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| | 4. According to the annual MDS dated 6/29/20, Resident #4 had diagnoses of diabetes, thyroid disorder, and dementia and seizure disorder. The MDS documented he scored 14/15 on the BIMS which indicated he showed an intact cognitive status. The MDS indicated he was independent with transfers, dressing and toilet use and required set up help with supervision for eating and minimal assist of 1 staff for his bath.<br><br>The Care Plan dated 7/1/20 revealed Resident #4 presented with positive lab results drawn on for Covid-19 on 7/24/20. It directed staff to follow CDC guidelines and recommendations for Covid-19, monitor vital signs every shift, and initiate and maintain droplet isolation precautions.<br><br>Review of Resident #4's clinical record revealed it lacked documentation of vital signs and a comprehensive assessment on 7/31, 8/3, 8/4 and 8/5/20, and only on one shift on 7/26, 7/27, 8/1 and 8/2/20.<br><br>The Director of Nursing provided a facility Resident Isolation Spreadsheet on 8/13/20 which listed all the residents that tested positive for Covid-19 with their start and stop dates for isolation. It listed Resident #4's test date as 7/21/20 and start date for isolation 7/24/20.<br><br>The Progress Notes revealed Resident #4 was in isolation on 7/24/20 and then moved from the isolation hall on 8/1/20 (9 days). | | | |



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| | The Progress Notes dated 7/25-7/26/20 documented Resident #4 as lethargic.<br><br>The Temperature Summary for Resident #4 revealed he had a fever of 99.9 on 8/1/20.<br><br>The facility policy Discontinuation of Transmission Based Precautions Covid-19 revised 7/27/20 instructed staff to discontinue transmission based precautions for individuals with confirmed Covid-19 using a symptom-based, test-based or time-based strategy.<br><br>Definition:<br><br>a. Symptom-based strategy: afebrile for 24 hours without the use of fever reducing medications AND improvement in respiratory symptoms AND at least 10 days since symptom onset.<br>b. Test-based strategy: individuals with critical illness and are severely immunocompromised AND at least 20 days from the date of the positive Covid-19 test AND negative results form of an FDA authorized Covid-19 test (2) consecutive respiratory specimens collected more than 24 hours apart.<br>c. Time-based strategy: asymptomatic AND at least 10 days from the date of the positive Covid-19 test.<br><br>5. The annual MDS dated 7/27/20 revealed Resident #5 had diagnoses of anemia, hypertension multidrug resistant organism, pneumonia, cerebral palsy, respiratory failure and dependence on a ventilator. The | | | |



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| | MDS documented the resident experienced severe cognitive impairment and was totally dependent on staff for bed mobility, transfers, toilet use, and dressing.<br><br>The Care Plan dated 7/22/20 revealed the resident had MRSA at his gastrostomy tube site and is at risk for contracting Covid-19 with fatal complications.<br><br>During an observation of cares on 8/4/20 at 1:00 PM, Staff A and Staff B, Certified Nursing Assistants (CNAs) wearing mask and goggles, don gown and gloves to enter Resident #5's room. The resident's room door had a sign posted on the outside of the door that directed the resident was on droplet precautions. The aides stated the resident is not positive for Covid-19, but was on droplet precautions due to his ventilator. The resident's room contained small, random debris on the floor on both sides of the bed on the floor. The nursing assistants rolled the resident to his left side and Staff B removed a urine soaked brief and provided perineal care with wipes that sat at the foot of the bed. Staff B completed perineal care on the right side and then adjusted her goggles on her face with the same gloves she had been wearing during cares and then assisted Staff A to roll the resident on his right side. Staff A rolled up the dirty brief and discarded it in the trash next to her and then used wipes to provide care on the resident's left side. She then put a clean brief under him, but did not remove her dirty gloves. They rolled the resident to his back and Staff A provided perineal care for the resident's front, then they pulled up the brief between his legs | | | |



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| | and then rolled him slightly to his left side to finish adjusting the brief. Neither aide had removed their dirty gloves or completed any hand hygiene since entering in the room. Staff B adjusted the bed with the bed remote in her dirty gloved hand and Staff A adjusted the gastrostomy feeding tube and then the vent tube. Staff B then retrieved paper towels and a graduate to empty the Resident #5's gastric catheter. She did not change her gloves or do complete hand hygiene between perineal care and gastric catheter care. After all cares were completed, both CNAs removed the gloves they donned prior to entering the room and then washed their hands before leaving the room. During an interview with the Respiratory therapist that walked by as everyone exited the room, she agreed the floor was dirty and stated she believed it was food because the resident's roommate had been known to throw food. She stated she would have it cleaned immediately.<br><br>6. According to the quarterly MDS dated 6/24/20 for Resident #6 scored him at 12/15 for the Brief Interview of Mental Status indicating moderately cognitively impaired. The MDS coded him as independent with bed mobility, transfers, dressing and toileting and independent with eating with set up help only. It listed diagnosis to include asthma, hydronephrosis and benign prostatic hyperplasia.<br><br>The Care Plan dated 6/26/20 for Resident #6 revealed he was at risk for contracting Covid-19 and was at risk for fatal complications. The Care Plan directed staff to follow CDC guidelines and recommendations for Covid-19. | | | |



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| | The CDC website specific for Nursing Homes, updated 6/25/20 and still current as of 10/5/20, titled Preparing for COVID-19 in Nursing Homes, https://www.cdc.gov/Coronavirus/2019-ncov/hcp/long-term-care.html included the following guidelines about facilities screening residents daily for signs/symptoms of COVID-19:<br><br>Evaluate and Manage Residents with Symptoms of COVID-19.<br><br>Ask residents to report if they feel feverish or have symptoms consistent with COVID-19. Actively monitor all residents upon admission and at least daily for fever (T=100.0oF) and symptoms consistent with COVID-19. Ideally, include an assessment of oxygen saturation via pulse oximetry. If residents have fever or symptoms consistent with COVID-19, implement Transmission-Based Precautions as described below.<br><br>Older adults with COVID-19 may not show common symptoms such as fever or respiratory symptoms. Less common symptoms can include new or worsening malaise, headache, or new dizziness, nausea, vomiting, diarrhea, loss of taste or smell. Additionally, more than two temperatures >99.0oF might also be a sign of fever in this population. Identification of these symptoms should prompt isolation and further evaluation for COVID-19. | | | |



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| | The CDC link for symptoms consistent with COVID-19, updated 5/13/20, included the following recommendations on watching for symptoms:<br><br>People with COVID-19 have had a wide range of symptoms reported - ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:<br><br>Fever or chills<br>Cough<br>Shortness of breath or difficulty breathing<br>Fatigue<br>Muscle or body aches<br>Headache<br>New loss of taste or smell<br>Sore throat<br>Congestion or runny nose<br>Nausea or vomiting<br>Diarrhea<br><br>This list does not include all possible symptoms. CDC would continue to update this list as we learn more about COVID-19.<br><br>Record review of the clinical record revealed Resident #6 lacked documentation of vitals and a comprehensive assessment on 7/26, 7/31, 8/2, 8/3, 8/4 and 8/5/20.<br><br>The facility Resident Isolation Spreadsheet revealed Resident #6 was started on isolation 7/24/20 and | | | |



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| | stopped isolation on 8/1/20 which totaled 9 days in isolation.<br><br>The Progress Notes dated 7/29/20 for Resident #6 revealed he had rhonchi in his upper lobes and was having loose stools. Review of the Progress Notes revealed he continued to have abnormal lung sounds through 8/1/20 when he was taken out of isolation.<br><br>During an interview with Resident #6 on 8/4/20 at 10:55 AM he stated he just came off isolation for testing positive for Covid-19. He stated he is still having nausea but is negative as far as he knows.<br><br>The CDC website specific for Nursing Homes updated 6/25/20, titled Preparing for COVID-19 in Nursing Homes, https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html included the following guidelines about keeping a new or readmitted resident in quarantine for 14 days:<br><br>Create a Plan for Managing New Admissions and Readmissions Whose COVID-19 Status is Unknown.<br><br>Depending on the prevalence of COVID-19 in the community, this might include placing the resident in a single-person room or in a separate observation area so the resident can be monitored for evidence of COVID-19. HCP should wear an N95 or higher-level respirator (or facemask if a respirator is not available), eye protection (i.e., goggles or a face shield that covers the front and sides of the face), gloves, and gown when caring for these residents. Residents can | | | |



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| | be transferred out of the observation area to the main facility if they remain afebrile and without symptoms for 14 days after their admission. Testing at the end of this period can be considered to increase certainty that the resident is not infected.<br><br>The facility removed Resident #6 from isolation on 8/1/20 while he still exhibited the respiratory symptom of abnormal lung sounds.<br><br>7. The quarterly MDS dated 6/12/20 for Resident #7 listed diagnoses that included renal insufficiency, dementia, obstructive sleep apnea, and chronic atrial fibrillation. The MDS documented the resident scored 9/15 on the BIMS test which meant the resident displayed moderate cognitive impairment. The MDS documented the resident as totally dependent on 1 staff for transfers, dressing and toilet use.<br><br>The Care Plan dated 6/15/20 documented Resident #7 as at risk for contracting Covid-19 and also at risk for fatal complications. The Care Plan directed staff to follow CDC guidelines and recommendations for Covid-19.<br><br>Record review of the clinical record lacked documentation of vitals and a comprehensive assessment provided for Resident #7 on 7/31/20 and 8/2-8/7/20.<br><br>The Resident Isolation Spreadsheet revealed Resident #7 began isolation on 8/1/20 and left isolation on 8/10/20, a total of 9 days in isolation. | | | |



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Facility Administrator Date

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

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| **Facility Name:** **Oakland Manor** | | **Survey Dates:** **8/4/20 – 9/17/20** | | |
| **Facility Address/City/State/Zip** **737North Highway Oakland, IA 50160** | **JM** | | | |
| **Rule or Code Section** | **Nature of Violation** | **Class** | **Fine Amount** | **Correction date** |
| | A Progress Note dated 8/2/20 revealed the resident had an oxygen saturation of 84 percent, which was the first documented abnormal symptom, however the clinical record on 8/3-8/4/20 lacked any documentation of a lung assessment.<br><br>8. According to the quarterly MDS dated 6/19/20, Resident #9 had diagnoses that included hypertension, diabetes, cor pulmonale, obstructive sleep apnea, and dependence on a ventilator. The MDS documented the resident scored 10/15 on the BIMS test which indicated she demonstrated moderately impaired cognitive abilities. The MDS showed the resident required extensive assist of 1 staff for transfers, dressing, toilet use, and bathing.<br><br>The Care Plan dated 6/22/20 documented Resident #9 as at risk for contracting Covid-19 and also at risk for fatal complications. The Care Plan directed staff to follow CDC guidelines and recommendations for Covid-19, monitor vital signs every shift, and report any status changes to the physician.<br><br>Resident #9's clinical record lacked documentation staff completed temperature and lung assessments every shift on 7/26 and 7/27/20.<br><br>Record review of the Progress Notes revealed:<br><br>a. On 7/25 and 7/26/20 the resident's respirations were labored with lung sounds diminished. | | | |



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| | b. On 7/27/20 the resident had shortness of breath and diminished lung sounds with an oxygen saturation of 79%<br>c. On 7/28/20 the resident's oxygen saturation went from 43% to 70% percent by adding 10 liters of oxygen.<br>d. On 7/29/20 the resident had clammy and pale skin and exhibited intermittent confusion with episodes of combative behavior and oxygen saturations of 72-85% on 10 liters of oxygen. The nurse notified the physician and sent the resident to the emergency room.<br><br>9. According to the annual MDS dated 7/24/20, Resident #10 had diagnoses that included diabetes and atrial fibrillation, with intact cognitive abilities as shown by a score of 15/15 on the BIMS test. The MDS documented the resident required extensive assist of 1 staff for transfers, dressing and toilet use.<br><br>Observation on 8/10/20 at 11:15 AM revealed Staff D and Staff B entered Resident # 10's room, washed their hands, and donned gloves. Staff D moved a sit to stand lift in front of the resident and explained cares to her. The resident lifted her sock covered feet onto the platform that was covered in dirt and debris and grabbed the hand grip bars as the CNAs put the sling around her waist and attached the strap around her lower legs. Staff D raised the lift as Staff B removed a urine soaked pad from under Resident #10. Staff B then removed her gloves, sanitized her hands and donned new gloves. Staff D handed Staff B the wipes as Staff B cleansed the resident's back side with three wipes used to wipe the right back, left buttock and | | | |



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| | rectal area. Staff B removed her gloves, sanitized her hands and donned new gloves. She then placed a new clean brief in the recliner and both CNAs moved the lift to the recliner and lowered the resident into it. Staff did not cleanse the resident's front, including the vaginal area. Towels hung under the front side of the resident's gown, and Staff D reported the resident had towels in her skin folds due to redness and excoriation. Both CNAs removed their gloves, sanitized their hands and donned clean gloves. Staff B picked up the room while Staff D sanitized the sit to stand lift. She used bleach wipes and sanitized the handles the CNAs had used, the control panel, and the top rail above the resident hand grips. Staff D did not sanitize the bars the resident grasped during the transfer or the platform under her feet. She then moved the lift to the hallway.<br><br>Observation on 8/10/20 at 9:55 AM revealed Staff D, CNA exited a resident's room wearing her mask properly, but wearing her goggles on top of her head. She used hand sanitizer and then proceeded down the hall.<br><br>11) According to the Minimum Data Set (MDS) dated June 12th 2020 Resident #11 had a Brief Interview for Mental Status (BIMS) score of 13 out of 15 indicating intact cognitive response. According to the MDS she required extensive assistant with the help of one person for transfers, dressing, bathing and toileting.<br><br>According to the physician's order set (POS) dated August 25, 2020 Resident #11 had diagnosis that included cerebral infarction due to embolism, type 2 | | | |



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| | diabetes, heart failure, dependence on supplemental oxygen and acquired absence of the left leg above knee. The POS indicated an order for supplemental oxygen. The order set revealed an order dated 2/7/20 for Nystatin Ointment applied to abdominal folds two times a day for irritation and redness.<br><br>According to a care plan dated 10/15/19, the resident had a left above knee amputation, was at risk for bleeding due to anticoagulant therapy, potential for impaired skin related to diabetes and had an activities of daily living self-performance deficit.<br><br>In an observation on 8/17/20 at 1:10 PM Staff W CNA was assisting Resident #11 with her meal. The resident was in bed with nasal cannula and oxygen set on 3 liters. As Staff W went over the bedside she stood on the oxygen tubing that was laying on the floor. Upon closer inspection it was discovered that the tubing lacked information indicating when it had been last changed.<br><br>In an interview on 8/18/20 at 10:30 AM Staff Y, respiratory therapist, said that she had just gotten back to work on 8/17 after having being out for a couple of weeks. She had with her the sheet she uses to document when oxygen tubing is changed. She said that when she changes it, she will document the date on a piece of tape. The resident was started on oxygen on the 13th so that's when the tubing would have been put on. DON stated that she would reeducate nursing staff on weekly changes of tubing and dating when it's started. Upon further review of the chart revealed that | | | |



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| | the resident did not have a physician's order for oxygen until 9/16/20.<br><br>12) According to the MDS dated July 1, 2020, Resident #13 had a BIMS score of 11/15 which meant he displayed a moderate cognitive deficit. The MDS documented the resident as independent with transfers, ambulation, dressing and toilet use.<br><br>The care plan last updated 6/5/20 documented a potential for acute and chronic pain related to cardiomyopathy and also documented the resident as at risk for falls and a self-care performance deficit. The care plan included diagnoses of dilated cardiomyopathy, dementia and cognitive communication deficit.<br><br>In an observation on 8/17/20 10:50 AM, Staff E CNA offered Resident #13 a shower. The shower room had a whirlpool tub that Staff E verified had not worked for at least 5 months and also verified the residents used this shower room only. A shower chair was in the corner next to a hand-held shower wand that hung on the wall and a very soiled shower curtain hung next to the door and separated the shower area for privacy purposes.<br><br>Resident #13 was independent with his shower, he removed his clothes, sat in the shower chair and used the hand-held shower wand to wash himself. Several times he propelled himself closer to the CNA and pulled back the curtain. When the resident was clothed and left the room, Staff E sanitized the shower chair | | | |



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| | and folding chair with sanitizer, but failed to spray the curtain, shower wand, floor, or wall. Staff E immediately rinsed and wiped the sanitizer off of the chair. When asked about the required contact time of the sanitizing agent, she was unable to say for sure.<br><br>In an interview on 8/18/20 at 10:00 the Director of Nursing (DON) went into the shower room and observed the dirty shower curtain, floor, walls, and the dust filled window vent. When asked about her expectations for cleaning of the area between uses she said that it would be expected to clean the shower chair and the handles and hand held shower wand. The DON reported she would educate staff regarding the contact time for the sanitizer and would make sure the to have the curtain changed and surfaces thoroughly cleaned.<br><br>**FACILITY RESPONSE:** | | | |



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| 58.19(1)j(4) | **481—58.19(135C) Required nursing services for residents.** The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:<br><br>**58.19(1)** *Activities of daily living.*<br><br>*j.* Elimination.<br><br>(4) Bowel and bladder training programs including in-dwelling catheter care (i.e., insertion and irrigation), enema and suppository administration, and monitoring and recording of intake and output, including solid waste; (I, II, III) | I | **$6,000**<br><br>**(held in suspension)** | **Upon Receipt** |



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| | **DESCRIPTION:**<br><br>Based on observation, interview, and record review, the facility failed to provide the required nursing services for urinary catheter care to prevent complications for 4 of 4 residents reviewed for catheter cares (Resident #15, #18, #16, & 17). The facility failed to obtain catheter orders for routine catheter care, failed to assess and intervene when abnormal signs/symptoms of urinary function presented, and failed to properly insert a catheter which caused a torn urethra that required surgical repair (Resident #15). The resident presented to the hospital with severe sepsis with septic shock (complication of infection in the blood), scrotal abscess, acute blood loss, and sacral decubitus (pressure sore). The facility reported a census of 31 residents.<br><br>Findings include:<br><br>1) According to the Minimum Data Set (MDS) assessment tool dated August 7, 2020, Resident #15 had diagnoses that included anemia, diabetes mellitus, paraplegia, anxiety disorder, respiratory failure, and pressure ulcer of sacral region. The MDS documented the resident had a Brief Interview for Mental Status (BIMS) score of 15/15, which meant the resident demonstrated intact cognitive abilities. The MDS documented the resident as totally dependent on 2 staff for transfers, dressing, and toilet use. | | | |



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| | According to the electronic record census page, Resident #15 was admitted to the facility on 8/13/19 and had 6 hospitalizations throughout his stay.<br><br>The care plan last updated on 5/5/20 indicated that the resident had altered respiratory status, difficulty breathing and had a tracheostomy. The care plan stated that he had potential for altered nutritional status related to bolus tube feeding and was paraplegic related to a spinal injury, with no feeling from the nipples down. The care plan indicated that he had actual skin impairment and staff were directed to measure areas per facility guidelines with weekly skin assessment and to provide treatments to wounds according to the physician's orders. According to the care plan, Resident #15 was on anticoagulant medication which put him at risk for abnormal bleeding and had an indwelling catheter. The care plan directed staff to change the catheter according to physician's orders.<br><br>According to hospital report dated 8/23/20, Resident #15 presented at the emergency room on 8/23/20 at 8:57 AM with scrotal bleeding. The hospital report documented the nursing home reported the bleeding started on 8/22/20.<br><br>The hospital record contained a (CT) scan completed at the hospital that revealed malposition of the urinary catheter. The catheter balloon had been inflated in the urethra (rather than in the bladder), which caused the urethra to tear. Further review of the hospital record showed a cystoscopy (a procedure that allows the | | | |



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| | physician to examine the lining of the bladder and urethra - the tube that carries urine out of the body - with a hollow tube called a cystoscope. The scope is equipped with a lens that is inserted into the urethra and slowly advanced into the bladder) was completed to evaluate the urethral injury and evacuate any clots. Then, emergency surgery was performed to repair the urethral tear. The hospital assessment listed the presenting problems as follows: severe sepsis with septic shock, scrotal abscess, acute blood loss and sacral decubitus (pressure) ulcer of the sacral region.<br><br>In an interview on 8/31/20 at 8:30 AM the urologist that performed Resident #15's emergency stated due to where the new catheter balloon had been inflated, the resident would have had some urinary output and may have had leakage around the catheter site. With proper placement in a male, a catheter will protrude approximately 6 inches; if it had been misplaced, staff should have noticed more of the catheter had been exposed than normal. The doctor reported that within a couple of hours of misplacement, he would have expected bladder spasms and leakage to occur. The doctor added he would have expected the nurse that inserted the catheter to have met with some resistance as the balloon was being inflated, and should have discontinued the procedure at that time. He said he typically expected staff to change catheters about every 4 weeks and as needed.<br><br>Resident #15's medical record revealed the most recent Physician's Order Set (POS) dated 5/8/20, | | | |



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| | lacked orders for catheter size, frequency of catheter changes, or any instructions for daily catheter cares.<br><br>On 8/25/20 at 6:30 PM, the Licensed Practical Nurse (LPN), Staff O, that had inserted Resident #15's urinary catheter documented a late entry into the electronic record and dated it as 8/19/20 at 10:06 AM. In the nursing note, Staff O, LPN charted a Certified Nursing Assistant (CNA) reported to her the resident's catheter had been leaking with very little urinary output, so she then inserted a new catheter. Staff O wrote she did not encounter resistance when she inflated the balloon and noted no problems or concerns regarding the resident's response to the catheter insertion.<br><br>In an interview on 9/1/20 at 3:00 PM, Staff S, CNA stated she had been on vacation from 8/10 - 8/14/20 when she returned to work on 8/15/20 she learned the resident's catheter had been changed sometime while she was on vacation. She said she noticed swelling of the scrotum on Resident #15 on the 8/15/20 and reported it to a nurse at that time. The next time she worked was 8/18/20 and she noticed the swelling had doubled from when she saw it previously. She stated she reported it to the nurse, but did not know if there was follow-up at that time.<br><br>On 9/2/20 at 11:15 AM Staff X, CNA verified she worked 8/14 - 8/16/20 and 8/19 - 8/20/20. She said she had provided catheter cares for Resident #15 on 8/14/20 and noticed a decrease in urine output and leaking of the catheter. She stated on 8/15/20, she | | | |



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| | noticed swelling and she reported it to Staff J, Assistant Director of Nursing (ADON). She added she did not know what type of, if any, assessments or measures the nurse took after she reported it to the nurse.<br><br>In an interview on 9/1/20 at 1:00 PM, Staff P, Certified Med Aide (CMA) said she had been working with Staff T, CNA on an overnight shift when she noticed the resident displayed scrotal swelling and blood tinged urine. She stated she had reported it to a nurse, but did not remember which nurse it was or if there had been follow-up completed at that time.<br><br>A review of the timesheets revealed that Staff P and Staff T worked together on the overnight shifts on 8/12 - 8/14/20 and 8/17/20.<br><br>In an interview on 9/1/20 at 4:00 PM, Staff D, CNA said she was with Staff O, LPN when she inserted the resident's new catheter. She said she hadn't noticed if the LPN had any difficulty inserting the catheter but remembered there was a lot of urine output after the insertion. She also remembered she had worked the following day and at that time noticed swelling of the scrotum and reported it to Staff J, Assistant Director of Nursing (ADON). She recalled this was a weekend shift and the ADON directed her to "keep an eye on it." Staff P reported she had a couple of days off, but the next time that she worked, the scrotum had swollen to twice the size. | | | |



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| | A review of the timesheets for August revealed Staff D and Staff O worked together on 8/10, 8/14, 8/16, and 8/19/20. Staff D worked with Staff J on 8/14 - 8/15/20.<br><br>During a conversation on 9/1/20, Staff P, CMA determined the catheter must have been inserted on 8/14/20 and she noticed the swelling and reported it on 8/15/20. She then figured she came back to work on 8/19/20 and noted the swelling was much worse.<br><br>In an interview on 9/2/20 at 8:30 AM with Staff O, LPN, she was asked to clarify her documentation dates. She was asked since she had entered the nursing note on 8/25 and dated it 8/19, could she have been mistaken about the date she inserted Resident #15's catheter? Staff O hesitated and said she remembered Staff D, CNA was with her and she was "pretty sure" it was the 8/19/20. Staff O reported she had inspected the catheter site after insertion and it had drained fine. She remembered that she worked on 8/21/20 and did not notice any concerns until at the end of her shift, when one of the CNA's reported to her the resident's scrotum was very swollen. She said that she had already clocked out, so she passed the information along to the night nurse, Staff L, RN. Staff O was informed the resident did not have an order for the urinary catheter and also no information regarding frequency of changes or the size of the catheter. She said that they would change a urinary catheter if/when it was not draining properly and added it was usually the night shift nurse that would complete any scheduled catheter changes, so she assumed routine catheter changes had been completed that shift. She | | | |



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| | said she decided what size of catheter to insert for Resident #15 from inspecting the size that he had in previously.<br><br>When asked if Staff O could recall how much of the catheter may have been exposed after insertion, she said she thought it was about 3 inches.<br><br>In an interview on 9/10/20 at 6:16 PM, Staff L, RN recalled the night that Resident #15 had gone to the hospital and commented it took over an hour for the ambulance to get to the facility that night. She stated she had been very concerned about the blood loss because they had changed the linens on the bed at least three times before the ambulance arrived around midnight.<br><br>The resident record revealed a nurse's note had been entered into the electronic record on 8/26/20 and dated 8/22/20 at 2:00 PM. In the note, Staff J, ADON documented staff alerted her to Resident #15's scrotal bleeding and she assessed the area as hard and swollen with blood coming from an open area on the scrotum that measured 1 centimeter (cm) long by 1 cm wide. She reported she called the medical provider and was directed to call the urologist. Staff J then talked with the urologist on call that evening. She said he stated as long as the resident was stable through the night, she should arrange for him to be taken to the emergency room the next morning for an evaluation.<br><br>A review of the clinical chart revealed the resident's vital signs on 8/22/20 at 3:00 PM were as follows: | | | |



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**Health Facilities Division**
**Citation**

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| **Facility Name:** **Oakland Manor** | | **Survey Dates:** **8/4/20 – 9/17/20** | |
| **Facility Address/City/State/Zip** **737North Highway Oakland, IA 50160** | **JM** | | |

| Rule or Code Section | Nature of Violation | Class | Fine Amount | Correction date |
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| | blood pressure: 96/47, heart rate: 92, temperature: 97.2, respirations: 18, and oxygen saturation: 96% on trach.<br><br>In an interview on 9/1/20 at 4:22 PM, Staff J stated that the day before the resident had gone to the hospital she had assessed him earlier in the day and hadn't noticed any swelling, redness, and decrease in urine output. She said that later on 8/22/20 was the first that she became aware of swelling or bleeding because Staff W, CNA reported it to her. She said she called the urologist and he said that as long as his vitals were stable and the resident was not lethargic that they should arrange to get him in the next day.<br><br>When asked about the routine for catheter changes, Staff J said that the night shift nurses would generally do them and the standard is every 30 days. When asked how she or anyone else would know when it was time to change the catheter if it was not listed on the Treatment Administration Record (TAR), she said she really did not have an answer to that question. When asked how the nurses know which size catheter to use if there is no order, she said they would look at the size of the catheter the resident had in at the time.<br><br>Staff J reported stated that she had worked the weekend before the resident went to the hospital (8/14 - 8/15/20), nobody had come to her with concerns regarding swelling or blood in the catheter. She maintained the resident had no signs of infection and there was no reason to suspect misplacement of catheter. She added that until the day that the resident | | | |



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| | went to the hospital, his catheter was "flushing just fine." When asked about nurse trainings and competencies, she said that DON does the trainings and she wasn't sure what was covered.<br><br>In an interview on 8/31/20 at 2:55 PM Staff M, LPN said that she had worked at the facility for less than one year and hadn't ever changed a catheter for Resident #15. She said she did not have any training when she started at the facility and no competency skills checks had been completed for her.<br><br>In an interview on 9/4/20 at 9:00 AM, the urologist confirmed the conversation that he had with Staff J on the evening of August 22nd. He had a note about the conversation and said that it had been reported to him the scrotal swelling was first noticed on Friday evening the 21st and by Saturday morning a small opening developed on the anterior scrotum. He said the nurse reported the resident's vitals had been stable and the nurse flushed the catheter a couple of times. The first time it flushed readily with a bit of blood, but on the second flush all of the fluid came out through the hole in the scrotum. He advised that as long as the resident was stable, they should get him in to the next morning.<br><br>According to a nursing note, the resident transferred from the hospital and back to the facility on 8/28/20.<br><br>In an interview on 8/31/20 at 12:35 PM Resident #15 stated he understood he had been in the hospital for a torn urethra. When asked about his most recent catheter change at the facility he explained that he did | | | |



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| | not see what the nurses do when they change the catheter and since he has no feeling from mid-chest or below, he didn't know if anything unusual happened during insertion. He remembered that a couple of days after the insertion of the catheter an aide mentioned that she noticed he had some swelling and he had less urine output, but he did not remember which CNA said had told him or what date it had been.<br><br>2) According to an MDS dated 6/3/20, Resident #18 had diagnoses that included end stage renal disease with dialysis, history of transient ischemic attack (TIA), and benign prostatic hyperplasia. The MDS showed a (BIMS) score of 15/ 15, which meant the resident demonstrated intact cognitive abilities. The MDS documented the resident required extensive assist of 1 staff for transfers, dressing, and toilet use and bed mobility.<br><br>The census tab in the electronic record documented the resident admitted to the facility on 6/16/14, admitted to Hospice services on 8/8/20, and passed away on 8/11/20.<br><br>The care plan for Resident #18 dated 6/22/20 documented the resident had a suprapubic catheter related to hyperplasia of the prostate, renal failure with dialysis treatment, and a history of anemia and kidney stones. The care plan directed staff to provide catheter cares as ordered.<br><br>A hard copy of the Treatment Administration Record (TAR) documented an order dated 11/30/19 that | | | |



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| | directed staff to maintain a 22 French supra pubic catheter and to change it on the last day of the month.<br><br>The April TAR for Resident #18 lacked documentation of a catheter change in the Month of April.<br><br>According to a nursing notes, on 5/21/20 at 15:00, the resident complained of abdominal pain and staff reported that there was blood in the catheter bag. According to the nursing notes, the resident continued to have pain and blood in his urine over the following days. On 5/23/20 at 9:30 AM the doctor was called and the resident was admitted to the hospital with kidney stones and returned to the facility on 5/27/20.<br><br>A review of the chart revealed staff changed his catheter on 6/30/20, but the July 2020 TAR lacked documentation of a catheter change in the month of July.<br><br>Further review of the resident's record showed an order beginning 5/28/20 to irrigate the suprapubic catheter every day and night shift and to clean the supra pubic catheter every day and night shift.<br><br>According to the census page in the electronic chart, the resident had been in the hospital 8 days in the month of July 2020.<br><br>A review of the charting revealed staff missed an opportunity to irrigate the suprapubic catheter 20 times in June 2020 and 8 times in July 2020. Staff also | | | |



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| | missed the opportunity to clean the catheter 16 times in June and 7 times in July.<br><br>3) According to the MDS dated July 27th 2020, Resident #16, could not participate in the BIMS test and experienced severely impaired cognition. cit. The MDS revealed he was totally dependent on two staff for transfers, dressing, and toilet use.<br><br>The care plan dated 5/5/20 documented Resident #16 had diagnosis that included spina bifida, paraplegia, Chiari syndrome, and presence of cerebrospinal fluid drainage device. According to the care plan, the resident had lower body paralysis, numerous bladder issues, and used an indwelling catheter and a suprapubic catheter. The Care plan directed staff to provide catheter cares every shift and to change the catheter and collection system per order/policy.<br><br>An order dated 3/06/20 directed staff to cleanse the suprapubic wound site with wound cleanser, apply zinc and stoma adhesive, and cover with a drain sponge twice a day.<br><br>An order dated 9/7/19 directed staff to irrigate with acetic acid one time a day.<br><br>The resident's record lacked orders regarding the size of catheter used and how often to change it.<br><br>A review of the electronic record revealed a nurse's note dated 7/1/20 that showed staff changed the catheter due to leakage. The record from 2/1/20 to | | | |



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| | present had no other documentation of a catheter change.<br><br>A review of the Treatment Administration Record (TAR) revealed the order to irrigate the catheter one time a day lacked initials 14 out of 30 opportunities in the month of June 2020. In the month of July 2020, the opportunity was missed 5 times.<br><br>A review of the TAR revealed the order to cleanse the suprapubic wound site and cover with a drain sponge twice daily lacked initials 14 times in June 2020 and 6 times in July 2020.<br><br>In an interview on 9/2/20 at 11:15 AM, Staff X, Certified Nursing Assistant (CNA) stated Resident #16's catheter leaked a lot.<br><br>4) According to an MDS dated 7/1/20, Resident #17 admitted to the facility on 1/16/20 with diagnoses that included Parkinson's disease and neuromuscular dysfunction of the bladder. The MDS identified the resident scored 11/15 on the BIMS test which meant he experienced moderate cognitive deficits. According to the MDS, the resident required extensive assist of one staff for transfers, ambulation (walking), and dressing, and was totally dependent on one staff for toileting needs.<br><br>The care plan for Resident #17 dated 7/1/20, documented the resident had an indwelling catheter due to a prostate disorder directed staff to change the catheter according to physician orders. | | | |



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| | A physician's order dated 1/16/20 directed staff to maintain the 16 French Foley catheter and change it on the 13th of every month.<br><br>A review of the TAR for the month of July 2020 revealed no documentation to show catheter had been changed on the 13th of the month or any other day in July.<br><br>In an interview on 8/31/20 at 2:50 PM, the DON verified acknowledged the charts lacked documentation of catheter changes and therefore the nurses had no way of knowing if/when the catheters had been changed. She said the facility would be that nurses would change a catheter with clogging or sediment.<br><br>The Catheter Care policy dated October 2016 documented the purpose of the policy: maintain consistent and adequate hygiene standards for residents with indwelling catheters. The procedure included hygiene guidelines only and did not include instruction or guidance for proper catheter placement, standards for timely catheter changes, or directives for following physician's orders.<br><br>**FACILITY RESPONSE:** | | | |



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| **58.19(2)b** | **58.19(135C) Required nursing services for residents.** The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:<br><br>**58.19(2)** *Medication and treatment.*<br><br>*b.* Provision of the appropriate care and treatment of wounds, including pressure sores, to promote healing, prevent infection, and prevent new sores from developing; (I, II)<br><br>**DESCRIPTION:** | **I** | **$4,000**<br><br>**(held in suspension)** | **Upon Receipt** |



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| | Based on record review and interview, the facility failed to provide consistent and adequate wound care to prevent the development and worsening of pressure sores, and failed to provide sufficient wound assessments and documentation for 1 of 1 residents reviewed (Resident #15) for wound care. Resident #15 admitted to the facility on 8/13/19 and had been admitted to the hospital a total of 6 times during his stay. The resident had diagnoses and conditions that increased his risk for developing pressure ulcers. The resident's care plan dated 5/5/20 identified he had altered skin integrity (open areas) and listed intervention that directed staff with regard to his care. The resident's record showed staff failed to measure, assess and document wounds on a consistent basis and also did not always complete wound and pressure sore treatments on a regular basis. As a result, new wounds developed and the resident's existing wounds showed an increase in size. The facility reported a census of 31 residents.<br><br>Findings include:<br><br>1) According to the Minimum Data Set (MDS) assessment tool dated 8/7/20, Resident #15 had diagnosis that included anemia, diabetes mellitus, paraplegia, respiratory failure, and pressure ulcer of sacral region. The MDS documented the resident had a Brief Interview for Mental Status (BIMS) test score of 15/15 which meant the resident demonstrated intact cognitive abilities. The MDS also documented the | | | |



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| | resident as totally dependent on 2 staff for transfers, dressing, toilet use, and bed mobility.<br><br>According to the census page in the electronic record, Resident #15 admitted to the facility on 8/13/19 and had been transferred to the hospital 6 times during his stay.<br><br>A care plan last updated on 5/5/20 documented Resident #15 experienced altered respiratory status and difficulty breathing. The care plan also identified the resident had a tracheostomy. The care plan revealed a potential for altered nutritional status related to bolus tube feeding and a diagnosis of paraplegia as a result of a spinal cord injury, with no feeling below the middle of his chest. According to the care plan, Resident #15 also had a problem with impaired skin integrity and staff were directed to measure the areas according to facility guidelines with weekly skin assessments and to provide treatments to wounds according to the physician orders. The care plan documented he took anticoagulant medication, which put him at risk for abnormal bleeding, and also documented he utilized an indwelling catheter for urination. The care plan directed staff to change the catheter according to the physician orders.<br><br>According to a report from the hospital dated 8/23/20, Resident #15 presented to the emergency room on 8/23/20 at 8:57 AM with scrotal bleeding and underwent emergency surgery at that time to repair a torn urethra caused by improper placement of a urinary catheter. | | | |



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| | The nursing notes documented the resident returned to the facility on 8/28/20.<br><br>A review of the clinical record revealed physician orders for treatments that directed staff as follows:<br><br>1) On 6/20/20: Clean left back thigh and apply zinc oxide twice daily.<br>2) On 6/20/20: Clean right buttock open area and apply zinc oxide twice daily.<br>3) On 6/20/20: Clean sacral area and apply zinc oxide twice daily.<br>4) On 6/20/20: Moisten gauze with sterile water, pack right hip, and cover with bordered foam twice daily.<br>5) On 6/20/20: Moisten gauze with Dakins Solution, pack right buttock wound bed, and cover with bordered foam twice daily.<br>6) On 6/20/20: Moisten gauze with Dakin's solution, pack sacral wound, and cover with bordered foam twice daily.<br>7) On 6/20/20: Clean PEG tube site, apply zinc oxide to area, and apply 4 x 4 twice daily.<br>8) On 4/07/20: Apply Bacitracin to trach stoma twice daily.<br>9) On 4/15/20: Ensure heel protectors remain on at all times wound prevention twice daily.<br>10) On 5/20/20: Apply skin prep to right heel, apply telfa, and wrap with kerlix once daily.<br>11) On 7/15/20: Cleanse right heel, apply Dermesyn, and cover with foam daily. | | | |



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| | According to a hard copy of the Treatment Administration Record (TAR), staff failed to complete the following treatments in the months of June and July of 2020:<br><br>Order #1 began on 6/21/20 and staff missed it 8 times in June and 15 times in the month of July.<br>Order #2 began on 6/21/20 and staff missed it 8 times in June, and 14 times in July.<br>Order #3 began on 6/21/20 and staff missed it 8 times in June and 14 times in July.<br>Order #4 began on 6/21/20 and staff missed it 8 times in June and 22 times in July.<br>Order #5 began on 6/21/20 and staff missed it 8 times in June and 21 times in July.<br>Order #6 began on 6/21/20 and staff missed it 8 times in June and 20 times in July.<br>Order #7 began on 6/21/20 and staff missed it 4 times in June and 13 times in July.<br>Order #8 began on 4/7/20 and staff missed it 15 times in June and 14 times in July.<br>Order #9 began on 4/15/20 and staff missed 15 times in June and 14 times in July.<br>Order #10 began on 5/20/20 and staff missed it 7 times in June (order discontinued in July).<br>Order #11 began on 7/15/20 and staff missed it 5 times in July.<br><br>A review of the skin assessments in the medical chart revealed from 6/23/20 through 8/11/20, the chart included only 8 documents that contained only this narrative: weekly skin assessment completed and no new skin concerns noted. | | | |



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| | A review of the medical chart revealed:<br><br>a. A wound assessment dated 6/2/20 that detailed wound location with corresponding measurements:<br><br>Site 25) Right hip: 1 centimeter (cm) length (L) x 0.6 cm width (W) x 2.2 cm depth (D).<br>Site 53) Sacrum: 1 cm (L) x 1 cm (W) x 2.5 cm (D)<br>Site 55) Right gluteal fold: 1 cm (L) x 0.6 cm (W) x 2.2 cm (D)<br>Site 49) Right heel: 1 cm (L) x 1 cm (W) x 0.0 (D)<br><br>b. The next wound assessment dated 6/20/20 that listed wound locations with corresponding measurements:<br><br>Site 53) Sacrum: 1 cm (L) x 1 cm (W) x 0.1 cm (D)<br>Site 31) Right buttock: 2 cm (L) x 0.7 cm (W) x 0.1 cm (D)<br>Site 36) Left thigh: 2.5 cm (L) x 1.7 cm (W) x 0.1 cm (D)<br>Site 14) Abdomen 4 cm (L) x 4 cm (W) x 0.1 cm (D)<br><br>c. A would assessment on 8/18/20 listed the following sites, but did not contain any measurements:<br><br>Site 53) Sacrum<br>Site 49) R heal<br>Site 50) L heal<br>Site 55) R gluteal fold<br>Site 25) R trochanter hip | | | |



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| | A review of the documentation revealed that the assessment on 6/20 and 8/18 had only one wound site in common (sacrum)<br><br>According to the hospital report dated 8/24/20 a wound care specialist saw the resident while at the hospital. The wound report included 11 sites, including the surgical wound on the scrotum. The following four sites were listed on the hospital report but were not included in any of the facilities reports:<br><br>1) Left lateral foot: 1.5 cm (L) x 1.5 cm (W) x 0.1 cm (D)<br>2) Right ischium: 1 cm (L) x 1 cm (W) x 3 cm (D)<br>3) Left gluteal cleft: 0.5 cm (L) x 0.5 cm (W) x 0.1 cm (D)<br>4) Right lateral foot: 0.3 cm (L) x 0.3 cm (W) x 0.1 cm (D)<br><br>Due to incomplete charting the only area that could be determined as the same sight measured and recorded at both the hospital and at the facility (Site 25 Right trochanter hip) measured 1 cm x (L) 0.6 cm (W) x 2.2 (D) on 6/2/20 and at the hospital it measured 2 cm (L) x 1.5 cm (W) x 0.1 cm (D).<br><br>A review of the chart revealed many of Resident #15's wound assessments lacked measurements.<br><br>In an interview on 8/25/20 at 2:20 PM, the DON stated she documented the wound measurements on a flash drive and sent them to the corporate office on a weekly | | | |



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| | basis, but reported the flash drive with the wound documentation was at home.<br><br>In an interview on 8/27/20 at 11:35 AM, the wound specialist from the hospital stated he was familiar with the resident and understood that Resident #15 had some chronic wounds that are problematic. He said he noticed some new wounds, several of which were pressure sores during the resident's most recent hospitalization. He added it would be important to continue treatments as ordered, reposition the resident frequently, and ensure protective devices remained in the wheel chair and on the heels.<br><br>In an interview on 9/14/20 at 9:45 AM the nurse consultant acknowledged that wound care has been a challenge at the facility. The nurse consultant stated they had started working on utilizing the wound specialist to attend to residents' high level wounds.<br><br>**FACILITY RESPONSE:** | | | |



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| 58.15(2) | **481—58.15(135C) Records.**<br><br>**58.15(2)** *Resident clinical record.* There shall be a separate clinical record for each resident admitted to a nursing facility with all entries current, dated, and signed. (III)<br><br>**DESCRIPTION:**<br><br>Based on chart review and interview the facility failed to maintain complete and accurate medical records in accordance with accepted professional standards for 6 of 19 residents reviewed (Residents #16, #17, #11, | II | $500<br><br>**(held in suspension)** | Upon Receipt |



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| | #19, #15, & #7). The facility reported a census of 31 residents.<br><br>Findings include:<br><br>1) According to the Minimum Data Set (MDS) assessment tool dated 7/27/20, Resident #16 had been unable to participate in the Brief Interview for Mental Status (BIMS) assessment and had a severe cognitive deficit.<br><br>According to the care plan dated 5/5/20, the resident had diagnoses that included spina bifida, paraplegia, Chiari syndrome, and the presence of cerebrospinal fluid drainage device. The care plan documented the resident had a potential for pain related to physical disability and a potential for impaired skin integrity with an indwelling catheter and a suprapubic catheter. The care plan directed staff to provide catheter cares every shift and change the catheter and collection system per order/policy.<br><br>According to the physician's orders in the electronic chart, Resident #16 had treatment orders as follows:<br><br>1. An order dated 9/7/19 directed staff to irrigate the catheter with acetic acid solution one time daily.<br>2. An order dated 3/6/20 directed staff to cleanse the suprapubic wound site and cover with a drain sponge twice daily.<br>3. An order on 2/22/20 directed staff to apply an elbow protector to the right elbow while in bed twice a day. | | | |



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| | 4. An order on 9/6/19 directed staff to provide catheter care and clean the area with soap and water.<br><br>On 9/14/20 at 9:00 AM, Staff Z in the business office verified that the Assistant Director of Nursing (ADON) did not work on 8/25 or 8/26/20.<br><br>A review of a hard copy of the August 2020 treatment sheets revealed Staff J, ADON had initialed the above treatments as completed, but had signed for days she was not in work status: 8/25 - 8/26/20.<br><br>2) According to the MDS dated 7/1/20, Resident #17 had diagnosis that included Parkinson's disease and neuromuscular dysfunction of the bladder.<br><br>The care plan dated 7/1/20 documented Resident #17 had an indwelling catheter due to a prostate disorder and directed staff to change the catheter according to the physician's order.<br><br>A physician's order dated 1/17/20 revealed the resident had an order that directed staff to provide catheter care cleaning two times a day.<br><br>A review of a hard copy of the August 2020 treatment sheets revealed Staff J, ADON had initialed the above treatment as completed, but had signed for days she was not in work status: 8/25 - 8/26/20.<br><br>3) According to the MDS dated 6/12/20, Resident #11 had a Brief Interview for Mental Status score of 13/15 | | | |



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| | which meant the resident demonstrated intact cognition.<br><br>The care plan dated 10/15/19, documented Resident #11 was at risk for bleeding due to anticoagulant therapy and the potential for impaired skin related to diabetes and incontinence.<br><br>A physician's order dated 2/7/20 directed staff to apply Nystatin Ointment to abdominal folds two times per day for irritation and redness.<br><br>A review of a hard copy of the August 2020 treatment sheets revealed Staff J, ADON had initialed the above treatment as completed, but had signed for days she was not in work status: 8/25 - 8/26/20.<br><br>4) According to MDS dated 7/29/20, Resident #19 scored 4/15 on the BIMS test which meant the resident displayed severe cognitive impairment. The MDS documented the resident admitted to the facility on 7/22/20 with diagnoses that included arthritis, ataxia, and Covid-19.<br><br>According to the electronic chart, the resident had the following physicians orders:<br><br>Dated 8/10/20: Betadine to left second toe two times a day<br>Dated 8/10/20: Calmoseptine ointment to coccyx two times a day for pressure.<br>Dated 8/10/20: Triple antibiotic ointment to right lateral ankle | | | |



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| | A review of a hard copy of the August 2020 treatment sheets revealed Staff J, ADON had initialed the above treatment as completed, but had signed for days she was not in work status: 8/25 - 8/26/20.<br><br>5) According to the MDS dated 8/7/20, Resident #15 admitted to the facility on 8/13/19 with the diagnoses that included: diabetes mellitus, paraplegia,, respiratory failure and pressure ulcer of sacral region. The MDS showed the resident scored 15/15 on the BIMS, which meant he demonstrated intact cognition.<br><br>Resident #15's care plan updated 5/5/20, documented the resident had altered respiratory status and also had a potential for altered nutritional status related to bolus tube feeding. The care plan documented the resident had actual skin impairment and directed staff to measure areas per facility guidelines with weekly skin assessment and to provide treatments to wounds according to the physician's orders. According to the care plan, the resident was on anticoagulant medication which put him at risk for abnormal bleeding and he also had an indwelling catheter. The care plan directed staff to change the catheter per physician's orders.<br><br>According to a nursing note dated 8/23/20 at 4:12 AM, the resident transferred to the hospital by ambulance on 8/23/20 with excessive bleeding from the scrotum. According to the hospital report dated 8/23/20, the resident underwent emergency surgery to repair a torn | | | |



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| | urethra caused by the misplacement of a urinary catheter.<br><br>On 8/25/20 at 6:30 PM, the Licensed Practicing Nurse (LPN) that inserted the urinary catheter for Resident #15 documented a late entry in the electronic record and dated it for 8/19/20 at 10:06 AM. Staff O, LPN documented a CNA reported the resident's catheter had been leaking and he had little urinary output, so she put in a new catheter. She documented there was no resistance or other problems with the insertion.<br><br>In an interview on 9/1/20 at 3:00 PM Staff S, CNA stated she had been on vacation from 8/10 - 8/14/20 and when she returned to work on 8/15/20 she learned Resident #15's catheter had been changed sometime while she was gone. She reported she noticed swelling of the scrotum on the 8/15/20 and reported it to a nurse at that time. She said the next time she worked was on 8/18/20 and she noticed the swelling had doubled from the weekend before. Staff S stated she had reported it to the nurse but did not know if there was any follow-up at that time.<br><br>On 9/2/20 at 11:15 AM, Staff X, CNA verified she had worked 8/14 - 8/16/20 and 8/19 - 8/20/20. She said she provided catheter cares for Resident #15 on 8/14/20 and had noticed a decrease in urine output and leaking of the catheter. She stated on 8/15/20 she noticed swelling and reported it to Staff J, ADON but did not see what follow-up actions, if any, the nurse completed. | | | |



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| | In an interview on 9/1/20 at 1:00 PM, Staff P, Certified Med Aide (CMA) said that she had been working with Staff T, CNA on an overnight shift when she noticed Resident #15 had scrotal swelling and blood tinged urine, which she reported to a nurse. She added she could not remember which nurse she told or what the date it had been.<br><br>A review of the timesheets revealed that Staff P and Staff T worked together on the overnight shifts on 8/12 - 8/14/20 and 8/17/20. According to the timesheets, these where the only overnight shifts the two staff worked together leading up to the resident's hospitalization on 8/23/20.<br><br>In an interview on 9/1/20 at 4:00 PM, Staff D, CNA said she was with Staff O, LPN when the catheter had been inserted for Resident #15. She said she hadn't noticed if the LPN was having any difficulty inserting the catheter but remembered there was a lot of urine output after it had been inserted. She also remembered she had worked the following day and at that time noticed swelling of the scrotum and then reported it to Staff J, ADON. She recalled this was a weekend shift and the RN directed her to "keep an eye on it". Staff P said that she had a couple of days off but the next time that she worked, the scrotum had swollen to twice the size.<br><br>A review of the timesheets for August revealed that Staff D and Staff O worked together on 8/10, 8/14, 8/16, and 8/19/20. Staff D worked with Staff J on 8/14 and 8/15/20. | | | |



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| | Throughout a conversation on 9/1/20, Staff P, CMA determined the catheter must have been inserted on 8/14/20 and she noticed the swelling and reported it on 8/15/20. She then figured she came back to work on 8/19/20 and noted the swelling was much worse.<br><br>In an interview seeking clarification on 9/2/20 at 8:30 AM, Staff O, LPN was asked although she entered the late entry on 8/25/20 and dated it 8/19/20, could she have been mistaken about the date she inserted Resident #15's catheter? Staff O hesitated and then said she remembered Staff D, CNA had been with her and Staff O was "pretty sure" it was 8/19/20 instead. When asked what prompted her to add the late entry on 8/25/20, she reported the DON instructed her to put in a note. She said she was having trouble getting her charting completed and verified the standard would be to complete charting prior to leaving for the day.<br><br>In a subsequent interview with Staff D, CNA on 9/3/20 at 10:47 AM, she reported she had been mistaken about the date the nurse changed the catheter: it was changed on 8/19.20. When reminded she said she noticed the swelling on the day after it was inserted and reported it to the nurse, according to the time sheets she did not work on 8/20/20. She responded she must have forgotten to clock in and out and she would get it cleared up with the business office.<br><br>On 9/3/20 at 11:00 a.m., the DON said that Staff D had worked on 8/20/20 and she verified that by reviewing | | | |



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| | hard copy charting from 8/20/20 that included the initials of Staff D.<br><br>In an interview on 9/16/20 at 2:00 p.m. with the facility's business office, Staff Z (business office personal) said Staff D had completed a missed punch form for 8/20/20 indicating she had worked that day but forgot to clock in or out. Again Staff Z was asked if she could get verification that showed she worked on 8/20/20, she reported she would talk to the DON about getting some verification.<br><br>On 9/16/20 at 3:03 p.m., Staff D called to say the DON instructed her to call and explain that she had not actually worked on 8/20/20. Staff D reported when DON and she had looked at the resident charting, they were looking at 7/20/20 not 8/20/20. She said she had actually been at the emergency room on 8/20/20 because she got sick.<br><br>On 9/16/20 at 6:00 PM, the DON said when she and Staff D were trying to determine if she had worked on 8/20/20 Staff D showed her a resident care document from 7/20/20 with her initials. The DON said she then recalled Staff D called in sick on 8/20/20 and did not work the shift.<br><br>A review of the resident's record revealed numerous wound assessments in the resident's chart lacked measurements.<br><br>In an interview on 8/25/20 at 2:20 PM, the DON said she documented the wound measurements on a flash | | | |



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| | drive so she could send those to the corporate office on a weekly basis. She reported she had a flash drive at home with the wound documentation.<br><br>6) According to the admission MDS dated 3/24/20, Resident #7 admitted to the facility on 3/17/20 with diagnoses that included dementia with behavior disturbances and acute kidney failure. The MDS documented the resident scored 3/15 on his BIMS test, which meant he experienced severe cognitive impairment.<br><br>The MDS dated 6/1/20, documented Resident #7 had a BIMS score of 9/15 which indicated a moderate cognitive deficit.<br><br>The care plan dated 6/15/20 for Resident #7 indicated that he was at risk for falls, had severe cognitive impairment and chronic pain with arthritis in his hip. The care plan documented the resident had severe dementia that caused communication problems with difficulty understanding others and being understood. The care plan also stated that he had unreasonable, demanding behaviors and would often put himself on the floor.<br><br>In an interview on 8/20/20 at 9:00 AM, the Director of Nursing (DON) was asked if the facility had any incident reports or elopements (when a resident leaves the facility without staff knowledge or permission) that involved Resident #7. The DON reported she had worked the weekend of 8/16/20 and the resident had gotten as far as the door on two occasions and opened | | | |



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| | it, he did not get outside and was always within line of site of staff. She added she did not have any incident reports for Resident #7.<br><br>In an interview on 8/20/20 2:10 PM, Staff R CNA said that she had worked the overnight shifts 6 PM-6 AM for about a year. When asked about Resident #7 and his exit seeking behaviors she said she worked over the 8/16/20 weekend and he had opened the door and tried to exit several times. She reported the DON asked her to put an alarm on him. When asked about 5/22/20, she acknowledged she worked that night and found him in the fenced courtyard around the side of the building. She reported he had been naked from the waist down on "all fours" crawling on the sidewalk. She added that this must have been when he stubbed his toe that the nurses started treating several days later. Staff R said that he would often put himself on the floor and crawl up and down the hallways.<br><br>In a follow up interview with Staff R CNA on 8/24/20 9:09 AM, this worker asked how long she thought Resident #7 may have been outside and she said she really couldn't say for sure.<br><br>In an interview on 8/24/20 at 1:15 PM, Staff E, CNA remembered working a double shift on 5/22/20 and clocking out at 2:00 AM on 8/23/20. 22nd and having clocked out at 2 AM on May 23rd. She recalled that Resident #7 had gotten out the back door while she and Staff R were down the 100 hall. She said they did not hear the alarm until they got closer to the nurses station and found Resident #7 in the court yard, | | | |



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| | crawling. Staff E added they were told by the DON not to talk about the incident because she didn't want the administrator to know about it.<br><br>In a follow up interview on 8/25/20 at 12:45 PM, Staff E CNA said that the DON had been at the front door waiting for someone to open it just after they had gotten Resident #7 back into his room. She reported when she went to open the door for her she told the DON what they had been doing. She said that the DON addressed them as a group (the ones that were working that night) and told them collectively that they would not talk about Resident #7 getting out because the administrator would be upset with her.<br><br>In an interview on 8/20/20 4:00 PM Staff L RN stated she had no knowledge of any residents exiting the building on any of the overnight shifts that she worked. When asked if she remembered the night of 5/22/20, she said nothing came to mind. When asked specifically about Resident #7 exiting and being found in the court yard, she denied any knowledge of this and added that she is always on the move; if it did happen, the CNA's probably took care of it themselves. Staff L was then asked if she remembered working with Staff E as it had been unusual for Staff E to work an overnight shift. She then said she that she was remembered that night because they had two residents that they were dealing with; one with blood in his catheter and one with a spiked temperature. She said she had called the DON about these residents and she had come in to help. She then again denied having knowledge of Resident #7 leaving the building. | | | |



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| | When asked about the injury to the residents toe and she said that he often crawled on the floor up and down the hallways and he likely injured it that way.<br><br>A review of the chart revealed an initial wound assessment documented on 5/25/20 at 17:51 that identified a new skin tear to the left toe. The doctor and family were contacted at that time.<br><br>In an interview on 8/24/20 at 1:00 PM regarding the night of 5/22/20, the DON reported she came into the facility in the middle of the night to assist with residents. She said she remembered she came to assist but could not remember what time of night it had been. She denied having any knowledge of Resident #7 getting out of the building that night. She went on to say she was shocked to have just learned about this incident after Staff R told her about the conversation that she had with this surveyor on 8/20/20. The DON stated that she did not remember if she had even seen or talked to either of the CNA's that were working that night because she and the RN were busy with the two residents down the 100 hall. She stated that she thought she was only at the facility for 45-60 minutes and reported that the RN did not say anything to her about Resident #7's exit into the courtyard.<br><br>A review of the nursing documentation revealed an entry on 5/23/20 at 8:51 AM by Staff L that stated the resident had been restless, was on 30 minute checks because he crawled out of bed, pulled his adult incontinent brief off and crawled up and down the | | | |



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| | hallway. The note went on to say that they were unable to redirect him, he would not stay in bed so the CNA got him dressed and he sat in the TV room.<br><br>In a follow up interview on 9/10/20 at 6:16 PM with Staff L she said that after a recent conversation with the DON, she reminded that she had actually gone outside and assisted the CNA's with Resident #7 when he exited on May 22nd. She said that once he was back inside she assessed him for any injuries and did not find any concerns. She added that until April, they would have two nurses on the overnight shift and since that time she's felt overwhelmed being the only nurse on that shift. She said that she called the DON that night because she hadn't ever irrigated a catheter before and the DON attended to that need. Staff L said she didn't know why she hadn't documented that the resident had gotten outside but she was probably in a hurry to clock out because she was getting pressured from the administrator to get her charting completed in a timely manner. She said she did not remember a conversation with the DON that night Resident #7. When asked about the injury to the residents toe she said she thought they had been treated the toe before this incident.<br><br>In a follow up interview on 9/16/20 at 5:50 PM Staff R CMA, verified the RN came outside and helped them with Resident #7 after he exited. She said that Staff L helped them pick him up off the sidewalk and she and Staff E walked him to his room where the RN assessed him. She said that they cleaned him up and put him to bed and he stayed there the rest of the | | | |



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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).**

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

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|---|---|---|---|
| **Citation Number:** 9009 | | | **Date:** 10/6/20 |
| **Facility Name:** Oakland Manor | | **Survey Dates:** 8/4/20 – 9/17/20 | |
| **Facility Address/City/State/Zip** 737North Highway Oakland, IA 50160 | JM | | |

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| | night. She said she didn't know where the DON had been at that time and she denied having any contact with the DON that night. She said that the elopement happened after the DON had left that night.<br><br>A review of the electronic record revealed a note from the DON to nursing staff dated 5/21/20 that directed staff that charting must be completed every shift. She wrote it is never acceptable to leave the shift without charting and if nurses were not finished charting by the end of the shift, the nurses were expected to stays until completed.<br><br>In an interview on 9/14/20 at 9:45 AM, the nurse consultant, administrator and DON acknowledged nursing documentation was an area of concern and they had already started to make changes. They stated they were surprised to discover that any of the nursing staff would initial treatments he or she had not actually completed and would follow up with the responsible parties.<br><br>**FACILITY RESPONSE:** | | | |



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