

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

Citation Number: 8035		Date: December 14, 2020		
Facility Name: Oakland Manor		Survey Dates: October 6 – November 4, 2020		
Facility Address/City/State/Zip 737 North Highway Oakland, IA 51560		JM		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.19(2)j	<p>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:</p> <p>58.19(2) Medication and treatment.</p> <p><i>j.</i> Provision of accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in mental, emotional, or physical condition. (I, II, III)</p> <p>DESCRIPTION:</p> <p>Based on resident record review, facility policy review, and staff and family interview, the facility failed to provide accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in their mental, emotional, or physical condition for 2 of 4 residents reviewed (Resident #2 and #3). The facility sent a fax to the physician on 8/3/2020 at 12:30 PM to inform him of Resident #3's change in condition. The physician returned a response on 8/3/2020 at 3:14 PM to send to the emergency room (ER). The facility failed to send the resident to the ER because they did not see the return fax that contained the physician's order in response to the resident's decline. On 8/4/20 at 2:15 a.m., staff identified the resident was not breathing and they could not detect a pulse or a blood pressure. Staff</p>	I	\$8,500 (Held in suspension)	Upon receipt
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	<p>initiated CPR and called 911. The ambulance arrived and transported the resident to the hospital at 2:38 a.m. At 3:15 a.m., the hospital notified the facility that Resident #3 had passed away. Review of the fax the physician had sent back to the facility on 8/3/20 revealed it had been noted by the nurse on 8/17/2020 - 14 days later. The facility identified a census of 25 residents.</p> <p>Findings include:</p> <p>1. According to an admission Minimum data set (MDS) assessment tool dated 7/22/20, Resident #3 had diagnoses that included: coronary artery disease, septicemia, multiple sclerosis, and depression. The MDS revealed the resident had a Brief Interview for Mental Status test score (BIMS) score of 8, which meant the resident demonstrated moderate cognitive impairment. The MDS documented he required extensive assist of two staff for bed mobility and transfers.</p> <p>Review of Resident #3's care plan revealed a focus area that indicated he had a positive COVID-19 result on 7/24/2020. The care plan instructed staff to monitor for elevated temperature, respiratory symptoms such as cough, sore throat, or shortness of breath, and report to the physician if occurs (initiated 7/20/2020). The care plan encouraged staff to observe, document and report mental status changes and report changes to the charge nurse for further evaluation (initiated 7/20/2020). The care plan directed staff to monitor vital signs every shift and as needed (PRN), and</p>			
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	<p>monitor/document/report to physician mental status changes. The care plan also directed staff to monitor, document, and report fever, chills, cough, purulent sputum, pleuritic chest pain, tachypnea, an anxious/flushed appearance, hypoxia, confusion, and disorientation to physician PRN (initiated 7/28/20).</p> <p>Review of Resident #3's Electronic Health Record (EHR) revealed a positive COVID-19 test result with an analyzed and released date of 7/23/2020.</p> <p>Review of Resident #3's Electronic Health Record (EHR) revealed chest x-ray results dated 7/28/2020. The reasons for the X-ray were listed as fever, dehydration, and COVID positive. Findings documented no acute abnormality.</p> <p>Review of Resident #3's EHR revealed a fax to the physician on 8/3/2020 at 12:30 PM with the following reason for physician notification: resident very lethargic, refusing meal, and medications, positive COVID-19 test, remains in isolation, restless with the following vital signs listed: temperature 98.3, blood pressure 110/67, pulse 90, respiration 16, and oxygen saturation 88%. The fax was completed by Staff G Licensed Practical Nurse (LPN). The fax had a sent time stamp that showed the facility sent the fax on 8/3/2020 at 12:44 PM, and a return time stamp that showed the physician returned the fax to the facility (with orders) on 8/3/2020 at 3:14 PM. However, the fax contained a timed and noted date Staff B on 8/17/2020 at 11:44 AM (14 days later).</p>			
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	<p>Review of Resident #3's EHR revealed the following progress notes:</p> <p>-8/2/2020 at 3:37 AM: Staff summoned to Resident #3's room to find him on floor where he lay next to his bed on his left side with left arm lying underneath his body. There was no bleeding noted, although staff assumed he did hit his head. The resident was rolled so his arm was out from underneath his body, and staff completed full range of motion (ROM) on his shoulder and he tolerated it well. No injuries noted. Resident was assisted by staff from the floor and into bed, and assessment and vital signs completed with no further injuries noted.</p> <p>-8/4/2020 at 3:00 AM: At 2:15 AM Resident #3 was observed unresponsive with no pulse, no blood pressure, and not breathing. Resident was warm to the touch, sternal rub completed and the resident was not responsive to tactile or verbal stimuli, so staff initiated CPR and called 911 at 2:17 AM. CPR resumed until ambulance and 911 staff arrived at 2:38 AM to transport the resident to the nearest hospital.</p> <p>- 8/4/2020 at 3:39: at 3:15 am, the hospital called to report that the resident had passed away.</p> <p>Review of Resident #3's Medication Administration Record for 8/2020 revealed he refused all of his morning medications.</p> <p>During a family interview on 10/6/2020 at 12:59 PM stated Resident #3's mother had talked to him the day before he died and reported he had been incoherent, moaning, and groaning. His mother told the facility</p>			
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	<p>staff the resident needed to see the doctor but was told no because the doctors were not coming to the facility due to COVID-19. The family member then stated that is when his significant other called his practitioner's office to see what needed to be done. The family member stated the practitioner's office called the facility about the resident's condition.</p> <p>During an interview on 10/8/2020 at 10:11 AM, the resident's SO reported the resident's mom called him the morning before he passed, talked to him, and then called her and to say he did not sound good and could not hold a conversation. Resident #3's SO reported being significant other was upset because he needed to see a doctor. She stated she called the facility and told nurse he needed to see a doctor. The nurse stated the doctor comes in the evenings sometimes but has not been here since the outbreak. She stated she called his primary care provider (PCP) they used outside of the facility and told them they had a concern with Resident #3 and he needed a doctor. She told the PCP they could not get any help and that was when the PCP's nurse called to get an update and vital signs. The PCP's nurse called the significant other back and stated the facility doctor needed to see him and the facility nurse did not talk of the concerns that were relayed to her by the family.</p> <p>During a staff interview on 10/8/2020 at 3:38 PM, Staff G was asked if she worked the day before Resident #3 died (8/3/2020). She stated she was not sure because she had just switched to the day shift & needed to check her phone. When asked about the fax she sent</p>			
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	<p>on 8/3/2020 she stated that was when anyone would pull paper off the fax machine and put it wherever they wanted. She stated recently staff were told to put a fax in the fax bin or let staff know it is important. She reported starting about a month ago, the Director of Nursing (DON) and Regional Nurse Consultant would keep up on faxes that would come through. She stated staff were educated to not just pull stuff off the printer and put it somewhere else. When asked if she talked to Resident #3's family the day he showed a decline, she stated she remembered talking to his SO. She described the resident as lethargic, just not himself, not eating, not drinking, and he opened eyes but did not acknowledge she was there. She stated when she would try to hand him his water or medication cup he would not take it, and would just looked at her. She stated she told Resident #3's SO she had sent a fax to the physician. She remembered talking with Resident #3's previous doctor and that she had told him he had declined. Staff G was asked if staff could have sent Resident #3 out without an order and she stated with his situation she needed an order because at that time it wasn't warranted to send out without an order. She stated if she followed up the next day and his condition at not changed, she would have called. She stated she also would have called if his condition had worsened during her shift.</p> <p>During a follow-up interview on 10/9/2020 at 9:43 AM Staff G was asked if she passed the information on to the oncoming nurse related to her concerns about Resident #3. She stated she let Staff I LPN know during her report and she had written it on the 24 hour</p>			
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	<p>report paper. She stated Staff I was new to the facility so when she did her report she went to each resident room to show her who everyone was. When asked if the nursing staff charts their report anywhere she stated on the 24 hour report paper that is on a clip board on the row of the fax machine. Staff G was asked if the facility utilized hot charting she stated they have a hot charting binder which has everything they are to chart on for the day they worked. She stated there is a list of residents and what staff need to chart about each shift. Staff G stated the hot binder chart never used to be updated but now the DON makes sure it is updated every night. Staff G was asked what made her decide to fax the doctor rather than call the doctor, she stated he had a change in condition. She stated about a month ago she had been educated that if there was change in condition to call the doctor, not to fax them.</p> <p>During a staff interview on 10/14/2020 at 12:10 PM Staff E CNA was asked to describe Resident #3, she stated when he first got here he was easy going and liked to sit in his recliner, but when he had COVID he was not doing too well. She stated the day before he passed away his oxygen was down, he wasn't not talking and wasn't himself because he had declined. She reported she was there breakfast and lunch and he would not eat. She stated he usually drank Mountain Dew but that day he would not drink it and spit it on himself like he had no strength to hold anything in his mouth. He was on oxygen and didn't normally require it.</p>			
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	<p>During a staff interview on 10/9/2020 at 1:03 PM Staff L CNA was asked to describe working with Resident #3, she stated she only worked at the facility a couple nights when he was at the facility, liked to sleep in his chair, would reposition him every 2 hours during the night shift. Staff L worked with him on 8/3/2020 on the night shift and he was not talking and on oxygen. He wouldn't drink his Mountain Dew. She stated in report staff stated they were trying to feed him, but he was not eating. She stated they tried to give him fluids throughout the night but he refused. She added he was not normally on oxygen and was normally a quiet guy that would talk for a little bit but had to sit with him. She stated that night he looked like he was not doing very well and they checked on him more frequently than normal. She reported Staff I, LPN worked that night, was and did not work there long.</p> <p>Attempts were made to contact Staff K and Staff I on 10/9/2020 and messages were left requesting a return call. Neither Staff K nor Staff I called back.</p> <p>During a staff interview on 10/13/2020 at 9:32 AM the Medical Director was asked if Resident #3 should have been sent to the hospital and he stated the staff should have send him to the ER according to his order. He stated unless there was refusal from the Power of Attorney (POA) or resident, because of their right to refuse, there should not have been a reason for him not to go the ER. When asked if staff could have sent Resident #3 to the ER without an order he stated they could have sent him out without an order then called</p>			
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	<p>later for one, given the information on the fax that was sent to him.</p> <p>During a staff interview on 10/13/2020 at 10:50 AM Staff B RN was asked if she took care of Resident #3, she stated she did not do a lot of care with him. Staff B was asked if a resident had a decline how would she notify the doctor, she stated she would make a telephone call to the physician. She added any change in condition would require a telephone call, it has always been that way. When asked about the fax she noted on 8/17/2020, 14 days after it had been faxed to the facility, she stated she was catching up on notes and had noted the doctor had signed the order.</p> <p>During a staff interview on 10/13/2020 at 10:26 AM the DON was when would staff notify a doctor about a resident via fax versus a phone call? The DON stated any change in condition would require a call to the doctor right away. She stated any time a resident is in distress or needs treatment within an hour would justify a call to the doctor. The DON stated if a resident was experiencing symptoms of a urinary tract infection they routinely would fax the doctor. The reason to call versus fax the doctor is highly variable based on the amount of distress the resident is in. The DON was asked if a resident had a change in condition such as refusing meds, meals, very lethargic, oxygen saturations below 90%, on oxygen when not normally, with positive COVID test and a fax was sent to the doctor, how long would you wait until you called or followed up? She stated that would require a call right away. She stated to her that person is showing signs</p>			
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	<p>that they are declining and sending a fax is not appropriate for that. The DON was asked if she would send a resident to the ER without a doctor's order and she stated that should never happen. If the resident was in active respiratory distress and cannot get hold of doctor, then call 911. The priority becomes the resident's care and safety.</p> <p>During a family interview on 10/22/2020 at 1:04 PM the family member stated she talked with Resident #3 the day before he passed away. She stated it was not a good conversation. She stated she had a hard time hearing him, talking very low. She stated she asked the facility staff if he saw a doctor and they told her that the doctor did not come because of COVID-19. The nurse told her she would try to get a doctor but not sure he would come out.</p> <p>During a staff interview on 10/27/2020 at 11:50 am Staff C RN/previous DON said Resident #3 developed COVID-19 and she knew him a little bit, but when he started to decline but she was off work because she had COVID-19. She remembered she had received a call from the nurse that night that he passed and she had told that staff member he was a full code and they needed to do everything they could for him. Staff C was asked if the nurse that took care of him noticed a decline, had faxed the doctor but never heard back, what should she have done? She stated the nurse should have made a phone call instead of sending a fax. She stated she had preached that over and over to her nurse. She stated she often had conversations</p>			
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	<p>about when to call the doctor, if anything was alarming enough to contact the doctor they should have called.</p> <p>Review of the facility's Policy and Procedure: Physician's Orders with a revision date of 7/1/2017 revealed the licensed nurse is required to record the order in the Electronic Health Record (EHR), the Physician Order Sheet (POS), and on the appropriate Medication Administration Record (MAR)/Treatment Administration Record (TAR).</p> <p>Review of the facility's Notification of a Change in a Resident's Condition policy with a last reviewed date of 11/1/2018 revealed staff are to notify the physician/resident representative when there is a significant change in unstable vital signs, symptoms of any infectious process, change in level of consciousness, and unusual behavior.</p> <p>2. According to a quarterly Minimum Data Set (MDS) with a reference date of 9/9/2020 revealed Resident #2 had a Brief Interview of Mental Status (BIMS) score of 5 indicating severe cognitive impairment. The MDS indicated she required limited assistance of 1 staff for bed mobility, personal hygiene and extensive assistance of 2 staff. The MDS listed the following diagnoses: heart failure, peripheral vascular disease, diabetes mellitus, stroke, hemiplegia, and depression.</p> <p>Review of Resident #2's care plan revealed a focus area with an initiation date of 10/31/2018: she had potential for impaired skin integrity related to diabetes,</p>			
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	<p>excessive weight-skin folds, incontinence, thin fragile skin. On 5/18/2020, coccyx non pressure moisture, see wound log. The focus area revealed the following interventions with an initiation date of 10/31/2018: air mattress to her bed, weekly head to toe assessments by a licensed nurse, review skin risk factors via pressure injury assessment and clinical observation/assessment, encourage frequent repositioning in bed and chair, apply chair cushion to her wheelchair, keep her clean and dry, use barrier cream, good pericare and observe skin with all cares, report any changes to the nurse. The care plan encouraged staff to check and change Resident #2 with rounds with an initiation date of 5/19/2020 and added a Roho cushion to her wheelchair on 9/16/2020.</p> <p>Review of Resident #2's clinical record revealed a fax to the physician dated 8/15/2020 at 2:15 PM that was sent from Staff B Registered Nurse (RN). The reason for physician notification: resident has moisture area to coccyx which has declined. The facility would like to change treatment from triad cream to Aquacel extra to wound and place bordered dressing twice a day (BID) and as needed (PRN) if saturated until healed. The fax was time stamped as sent on 8/15/2020 at 2:04 PM from the facility. On 8/17/2020 the physician replied ok. The order was not time and noted by the facility. The fax was time stamped as being returned on 8/17/2020 at 3:28 PM from the physician's office.</p> <p>Review of Resident #2' Electronic Health Record (EHR) revealed Resident #2's completed and discontinued orders from 5/20/2020-9/16/2020</p>			
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	<p>revealed the following orders: apply Dermesyne and Aquacel extra to coccyx wound bed, cover with sacrum dressing until healed with a start and end date of 8/23/2020; iodisorb to coccyx wound bed with gauze dressing and apply bordered gauze with a start date of 8/31/2020 and end date of 9/10/2020; clean wound to coccyx with wound cleanser, apply Dermesyne and collagen powder to the wound and cover with bordered dressing daily and as needed (PRN) if saturated until healed with a start a start date of 9/11/2020 and an end date of 9/16/2020 and medihoney with calcium alginate to coccyx wound daily and PRN soiling, cover with sacral foam dressing with a start date of 9/16/2020 and an end date of 9/21/2020.</p> <p>Review of Resident #2's August 2020 Treatment Administration Record (TAR) revealed the order to change treatment from triad cream to Aquacel extra to wound and place bordered dressing BID and PRN if saturated until healed, was not on the TAR.</p> <p>FACILITY RESPONSE:</p>			
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