

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

Citation Number: 5411		Date: October 16, 2021		
Facility Name: Sunny View Care Center		Survey Dates: September 15 – 30, 2021		
Facility Address/City/State/Zip 410 N W Ash Dr. Ankeny, IA 50023		JM		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.28(3)e	<p>481—58.28(135C) Safety. The licensee of a nursing facility shall be responsible for the provision and maintenance of a safe environment for residents and personnel. (III)</p> <p>58.28(3) Resident safety.</p> <p>e. Each resident shall receive adequate supervision to protect against hazards from self, others, or elements in the environment. (I, II, III)</p> <p>DESCRIPTION:</p> <p>Based on clinical record review, staff and resident interviews, and facility policy review, the facility failed to provide adequate supervision to prevent falls and provide a safe environment for two of five residents (Residents #40 and #79) reviewed for falls. The facility reported a census of 71 residents.</p> <p>Findings include:</p> <p>1. The Minimum Data Set (MDS) assessment dated 3/30/21 for Resident #79 recorded diagnoses that included arthritis, non-Alzheimer's</p>	I	\$10,000	Upon Receipt
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	<p>dementia, anxiety disorder and a history of COVID 19. The MDS documented the resident had severely impaired memory and cognition and was totally dependent on two staff for bed mobility and transfers. The MDS also recorded she fell twice and sustained non-major injuries since the prior assessment. Resident #79 received antianxiety medication one day out of seven and an opioid medication two days out of seven during the look back period</p> <p>Review of the resident's Care Plan, initiated on 6/3/13, revealed she had a risk for falls related to confusion, unawareness of safety needs and being very unsteady at times. The Care Plan directed staff to keep her bed in the lowest position with the left side rail in place, place a padded side rail for safety, use a low bed, and place a mattress by the bed. Care Plan interventions added on 5/5/21 included a sign in the room to leave her bed in the lowest position before staff left the room and removal of a table from the room to allow staff room to prevent injuries from falls.</p>			
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	<p>The Bio Sheet (pocket care plan for staff) revealed Resident #79 needed bilateral side rails, but lacked other fall interventions prior to resident's fall. The Bio Sheet dated 5/5/21 at 9:00 AM documented Resident #79 as at high risk for falls. Staff directives included to ensure the bed was in its lowest position, placement of a floor mat next to the bed while in bed, and bilateral side rails up.</p> <p>The Side Rail assessment dated 6/19/20 revealed resident had a left side rail to promote her safety and independence.</p> <p>The Morse Fall Scale assessment dated 12/24/20 revealed the resident had a high risk for falls and a history of falls.</p> <p>In a communication to the physician on 4/16/21, staff documented Resident #79 found lying on her abdomen next to the bed on the floor. Staff initiated fall follow up with neurological (neuro) checks.</p> <p>Communication to the physician on 5/4/21 recorded Resident #79 had unwitnessed fall out</p>			
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	<p>of bed. The resident's left knee and leg appeared more rotated than usual and she screamed out with touch to her left knee and left hip. Staff obtained an order to send Resident #79 to the emergency room for evaluation.</p> <p>The resident's Nurse's Notes revealed the following information:</p> <p>a. On 3/27/21 at 10:21 AM, staff found Resident #79 on the floor at 6:15 AM sitting up with her back against the end of the bed. Assessment revealed red/purple discoloration. Nobody witnessed the fall and staff initiated neuro checks.</p> <p>b. On 4/16/21 at 4:30 AM, a Certified Nursing Assistant (CNA) found the resident lying on floor on her stomach next to the bed. A CNA saw the resident approximately 1/2 hour before. Assessment revealed a skin tear and bruising to her left arm by the elbow. Staff completed an incident report and obtained witness statements. Staff initiated fall follow up and neuro checks.</p> <p>c. On 4/30/21 at 9:50 PM, staff found Resident #79 on the floor around 9:15 PM. Assessment</p>			
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	<p>revealed no injuries and staff would continue to monitor.</p> <p>d. On 5/4/2021 at 8:34 PM, Resident #79 had an unwitnessed fall out of bed and a CNA found her upon passing the room. Resident #79 lay with her head toward the door and her left leg bent at a 90 degree angle next to end table. The resident's knee appeared rotated further inward and resident yelled out in pain when her knee and left hip were touched. The resident's left knee appeared dislocated with a possible left hip injury. Her vital signs measured BP (blood pressure) 159/67, P (pulse) 65 and R (respirations) 20. Another nurse assessed the resident's leg and believed an injury occurred. Staff notified family members and Resident #79 transferred to the hospital for evaluation.</p> <p>e. On 5/5/21 Hospital staff informed facility staff Resident #79 fractured both femurs and had a urinary tract infection.</p> <p>f. On 5/5/21 at 6:14 PM, Resident #79 returned to facility via ambulance at approximately 5:45 pm. The resident had bilateral femur breaks and immobilizers on her legs to be worn at all times. The resident returned with orders for morphine every 2 hours as needed for pain, Ativan every 4</p>			
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	<p>hours as needed for anxiety, and Levaquin (antibiotic) daily for five days. Resident #79 yelled out in pain when rolled onto her side. Staff positioned her bed in the lowest position and placed a floor mat. Resident #79 was extremely agitated and yelled out in pain when the nurse attempted to look at her legs; unable to assess the areas due to resident distress.</p> <p>g. On 5/12/21 at 4:15 AM, staff documented administration of Ativan and morphine at 10:30 PM and 2:30 AM for restlessness and pain. The resident's left above the knee area had a hole about .5 cm (centimeter) round with drainage. Staff applied an ABD (dressing), but the resident removed the dressing and the area now measured one cm by .4 cm with bone seen in the hole. The nurse re-arranged the immobilizer to straighten the resident's leg and keep her bone from rubbing on the hole. The nursed notified Hospice notified and applied a new dressing.</p> <p>h. On 5/22/21 at 7:50 PM, staff changed the dressing to her left knee due to saturation through the gauze dressing and noted the bone appeared to be protruding more than usual.</p>			
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	<p>i. On 5/24/21 at 11:49 AM, staff summoned the nurse to the resident's room at 8:40 AM. Resident #79 had no respirations or heart rate.</p> <p>The Quality Assurance Condition Report dated 5/4/21 at 8:25 PM revealed Resident #79 as found by a CNA. The nurse evaluated the resident; her left leg bent at a 90 degree angle next to the end table and her left knee appeared rotated with pain to the left hip. The nurse called 911. The author added an intervention to the Bio Sheet/care plan for the resident's bed to be in its lowest position and a floor mat by the bed. Both interventions were not on the Bio sheet/care plan and education provided to CNAs.</p> <p>A Witness Statement dated 5/4/21 at 8:25 PM Staff O, CNA documented she last visualized the resident after supper when she laid her down and changed her. Staff O wrote the Bio sheet indicated Resident #79 needed to be on her side because of a wound on her coccyx but didn't say anything about her bed being in the lowest position or a mat on the floor and no signs detailing either of these interventions. Staff O heard the resident yelling for help and found her</p>			
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	<p>on the ground. Staff O got help and staff moved her into a lying position; the resident's leg looked wrong and she complained of pain.</p> <p>The Emergency Department physician's note dated 5/4/21 revealed resident fell out of bed and complained of bilateral leg and hip pain. X-ray of left and right knee revealed distal femur fractures.</p> <p>The Internal Medicine History and Physical dated 5/5/21 documented Resident #79 fell out of bed on 5/4/21. The resident complained of bilateral hip and leg pain. Per family, the resident had a low bed at nursing facility, pads on the floor and bed rails to prevent her from falling out. Somehow, the resident was found down on the ground by staff and were concerned about her lower extremity injuries. The physician documented the resident had acute bilateral distal femur fractures and consulted Orthopedics.</p> <p>The Orthopedic Consult note dated 5/5/21 documented the resident had closed bilateral periprosthetic distal femur fractures, left worse</p>			
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	<p>than right. Resident #79 was not a surgical candidate given her history.</p> <p>An Employee Warning Notice dated 5/4/21 recorded that Staff M, former Director of Nursing (DON) provided coaching to Staff O, CNA regarding leaving resident bed in the highest position. Resident crawled out of bed which resulted in injury.</p> <p>An Employee Warning Notice dated 5/5/21 documented Staff M provided coaching to Staff P, Licensed Practical Nurse (LPN) regarding failure to place an intervention on the Bio sheet and as a result the aides did not follow the intervention and Resident #79 fell. Staff M instructed that Staff P immediately will put all interventions on the Bio sheet.</p> <p>The resident's Skin Condition Report dated 5/12/21 revealed she had open area with red drainage and bone tip showing to her left leg above the knee. The resident wore an immobilizer to the knee area.</p>			
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	<p>In an interview on 9/23/21 at 9:45 AM, Staff M, Registered Nurse (RN), stated she worked as a RN since 2008 and worked at the facility since 2016. Staff M was familiar with residents and the care they required. Staff M used the pocket care plan for each individual to guide care; the pocket care plan provided knowledge of assistance needed and interventions. She referred to the pocket care plans as mini care plans set up for each resident and fall interventions are incorporated. Nurses complete follow up after falls that included vital signs and assessment (possibly neurological) every shift for 72 hours. She reported the facility completed huddles on each shift that updated nurses on changes. The Managers updated the pocket care plans, placed them on a drive, and printed them each morning. The pocket guides were placed in a binder for all staff to review. Staff M said changes made throughout the day were put on the master copy and entered in the system the next day. Licensed staff initiated fall interventions immediately after a fall. If management did not agree with the implemented intervention, they changed it back or initiated a different intervention and then updated the pocket care plan. Staff M reported</p>			
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	<p>the facility rarely used alarms and used alarms as a last resort. Staff M could not recall that any residents currently utilized alarms. She remembered Resident #79 and believed that she had an infrequent fall history. Staff M stated that Resident #79 came on and off Hospice. Staff M remembered the fall on 5/4/21 in which Resident #79 fell from her bed and fractured her femurs. The resident went to the hospital and returned on 5/5/21. On the evening of the fall in question, she thought Resident #79's bed was left in the high position and the side rails were up. She thought maybe Resident #79 climbed over the top of the side rails. Staff M did not know for sure if Resident #79 used a regular bed or a low bed; she received hospice services at the time of the fall. Staff M did not know whether or not the pocket care plan contained fall interventions that staff did not use at the time of the fall. Staff M reported she was the DON at the time of the incident and did not recall concerns with the fall or how staff handled the fall. Staff M stated Resident #79 had no alarm at the time of the fall. Staff M did not recall intervention put into place after the fall, but stated staff put interventions in place after every fall. The management team</p>			
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	<p>reviewed falls daily, planned interventions, and assisted with implementation. Staff M considered residents at risk for falls with any medication changes, anxiety, agitation, confusion, and behavior out of the norm, room changes or new admissions. Residents are assessed for fall risk upon admission and quarterly thereafter or with any physical or behavioral changes. Staff documented the assessments on the admission paperwork and in the electronic health record (EHR) or in the paper chart. Staff documented fall assessments in the progress notes. Staff M reported she monitored staff to ensure interventions were implemented and placed on Bio sheets. The management team reminded staff to sign off on changes made and discussion at shift report.</p> <p>In an interview on 9/23/21 at 11:40 AM, Staff O, CNA, stated she worked at the facility for three years and became familiar with the residents, cares needed, and how much assistance they needed by referring to the Bio sheets which had information about each resident. Staff O, stated fall interventions are located on the back of the Bio sheets (for example fall mats, low bed,</p>			
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	<p>wheelchair by bed), and the front of the Bio sheets indicated how much assistance each resident needed. Staff O stated the facility no longer utilized bed alarms. Resident #79 fell on 5/4/21 and Staff O reported she put the resident to bed that evening. Staff O reported she had not worked at the facility in a while, and did not know of the resident's change in cognition, her crawling out of bed, and recent fall. Staff O reported she had reviewed the Bio sheet prior to assisting Resident #79, and noted she had a body pillow on her bed but unsure of the reason. Staff O stated the Bio sheet lacked interventions related to falls. She received report but because she hadn't worked in a while, pertinent information related to Resident #79 was not shared. Staff O assisted the resident to bed and placed a body pillow and padded side rail. A couple of hours later she heard the resident yelling. Staff O found Resident #79 on the floor and noted an injury as her leg was crooked and she appeared in pain. Staff O notified the nurse for assistance. Staff O stated that after the fall, staff put interventions in place. Physical Therapy marked all the residents' walls at the level where the bed should be left after the incident.</p>			
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	<p>In an interview on 9/27/21 at 08:40 AM, Staff A, CNA, stated she had worked at the facility since 9/2020, and was familiar with the residents who resided in the front halls. Staff A reported she utilized the care plans or Bio sheets to know what cares the residents needed. The Bio sheets are located at the nurse's station and then they are printed daily for the staff to review. Staff A stated fall interventions are located next to the resident's name on the Bio sheet. The Bio sheet tells staff what type of supervision or assistance the resident needed. The CNAs and nurses provided information to management whenever new interventions were needed for a resident and placed these on the Bio sheet. Staff A reported Resident #79 had a history of falls. Staff A worked the evening of 5/4/21 when Resident #79 fell from her bed. Staff A and Staff O transferred Resident #79 into bed on 5/4/21. Staff A stated she believed the Bio sheet directed to have her side rails down but she could not state if other interventions were on the Bio sheet at that time. Staff A thought the resident had padded side rails at one point.</p>			
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	<p>In an interview on 9/27/21 at 11:26 AM, Staff R, Certified Medication Assistant (CMA), reported she had worked at the facility for four years and was familiar with Resident #79's cares. Staff R reported the resident used a 1/2 side rail on her bed, on the opposite side of the wall, and a body pillow against the side rail. Staff used the side rail anytime Resident #79 lay in bed. Staff R reported she knew to use the side rail by reviewing the Bio sheet. She also stated the side rails were used until the resident passed away.</p> <p>In an interview on 9/27/21 at 11:32 AM, Staff B reported she worked at the facility for one year and cared for Resident #79. Staff B recalled the resident used a side rail located in the middle of the bed and the pad placed against the side rail was longer than the side rail. She stated she knew to use the side rails per the Bio sheet. She stated Resident #79 utilized the side rails until the time of her death.</p> <p>In an interview on 9/27/21 at 11:38 AM, Staff Q, CNA, reported she worked at the facility for four years. Staff Q reported Resident #79 utilized side rails while in bed, a fall mat on the floor opposite</p>			
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	<p>the wall, and her bed in its lowest position. Staff Q reported the Bio sheets listed the interventions.</p> <p>In an interview on 9/30/21 at 10:53 AM, Staff H, Corporate Nurse, reported the facility had no policy related to falls besides the Resident Safety Policy. At 11:21 AM, Staff H reported there are no other fall policies utilized at the facility.</p> <p>Review of the Resident Safety Policy, dated 2016, revealed following a resident fall, section 2.k. directed staff to document any corrective action taken and section 2.l. directed to documented follow-up information. The policy contained no specific instruction to update resident Care Plans.</p> <p>2. The admission MDS assessment dated 4/6/21 documented Resident #40 entered the facility on 5/31/18. The resident had diagnoses of a right above the knee amputation, traumatic brain injury (TBI), depression, osteoporosis and arthritis. The MDS recorded the resident had a brief interview for mental status (BIMS) score of 13, which indicated intact memory and cognition. The MDS documented Resident #40 required the</p>			
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	<p>extensive assistance of two for bed mobility and toilet use, total dependence on two for transfers, and partial/moderate assistance to roll left and right. The MDS documented Resident #40 fell once without injury since her prior assessment.</p> <p>The facility Quality Assurance Condition Report dated 6/23/21 at 6:00 AM documented Staff K, CNA stated Resident #40 rolled out of bed and hit the back of her head on the bedside table while Staff K completed a linen change. Resident #40 reported her right stump was sore and slightly red. No side rails were in use at the time of the incident. Staff L, LPN completed the report, documented environmental concerns, and wrote resident needed side rails. Initiated interventions included counseling of Staff K and the resident.</p> <p>The witness statement report dated 6/23/21 documented during the process of changing the resident, Staff K, CNA told the resident to roll. As Staff K removed wipes and a bedpan from area, Resident # 40 rolled out of bed onto the floor. On 6/28/21 Staff L, LPN added to the report that staff were educated on Resident # 40's fall and instructed to take all items needed to the bedside</p>			
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	<p>when changing Resident #40. Staff K, CNA added she had everything next to her. She stepped back an inch and removed the package of wipes out of her way. During that moment, the resident rolled out of bed. She also noted Resident #40 rolled by herself and Staff K just cued her.</p> <p>In an interview on 9/15/21 at 3:15 PM Resident #40 reported while staff assisted her with incontinence care, an aide told her to roll over. The side rail on the bed was down and she rolled off the bed onto the floor causing broken ribs and a punctured lung. In a follow up interview on 9/20/21 at 3:15 PM, Resident #40 stated she fell out of bed while staff assisted her with incontinence care. She stated staff told her to roll to one side of the bed and then roll back toward them. When she rolled back to staff, no one was there and Resident #40 fell off the bed. Resident #40 blamed staff for the fall out of the bed. She stated there was only one staff member in the room. During this interview, Resident #40 reported her only injury was bruising to the stump of her amputated leg. She further stated she had a different fall where she broke her ribs a very long time ago.</p>			
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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**

Citation Number: 5411		Date: October 16, 2021		
Facility Name: Sunny View Care Center		Survey Dates: September 15 – 30, 2021		
Facility Address/City/State/Zip 410 N W Ash Dr. Ankeny, IA 50023		JM		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

	<p>In a joint interview on 9/21/21 at 12:11 PM, the Administrator and Staff H, Director of Clinical Services reported that Staff K received counseling for Resident #40's fall. Education completed regarding turning and having resident turn into your body.</p> <p>In an interview on 9/22/21 at 2:30 PM, Staff K reported she was assisting Resident #40 to change depends (incontinence briefs) and asked the resident to roll toward her. Staff K stated she stepped back maybe one inch to grab a wipe and Resident #40 rolled onto floor. Staff K denied stepping several feet away from the resident.</p> <p>In an interview on 9/22/21 at 2:48 PM, Staff L, LPN stated Staff K reported she turned Resident #40 and asked Resident #40 to roll toward her. When Resident #40 rolled, the CNA thought Resident #40 had stopped rolling and she turned to grab a wipe. Resident #40 continued to roll and rolled onto the floor. Staff L thought the fall was preventable, but she did not witness the fall. Staff L felt the CNA needed to make sure Resident #40 was stable before she grabbed the wipes.</p>			
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Facility Administrator

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	<p>At the request of the DON, Resident #40 re-interviewed on 9/29/21 at 9:39 AM regarding her fall on 6/23/21. Resident #40 stated she felt the CNA was at fault for her fall. Resident #40 reported the CNA had Resident #40 turn to the wall. The CNA removed her brief and then told Resident #40 to roll back toward her. Resident #40 said when she rolled back toward the CNA, she rolled onto the floor because the CNA was over by the door to the room. Resident #40 said the trash can held the door open and the CNA went to throw away her brief. Resident #40 reported a minor injury of bruising to her right above the knee amputation stump.</p> <p>The resident's Care Plan, updated 4/23/21, reflected Resident #40 at a moderate risk for falls and had activities of daily living (ADL) self-care performance deficit related to amputation above the right knee. The resident required assistance of two for bed mobility when repositioning the head of the bed, otherwise the assistance of one for turning. The Care Plan identified Resident # 40 used a bedpan, and usually had incontinence episodes daily.</p>			
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Facility Administrator

Date

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	FACILITY RESPONSE:			

Facility Administrator

Date

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