

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

Number 5418					Report date October 22, 2021
Facility name Parkridge Specialty Care		Survey dates August 24-October 6 2021			
Facility address 5800 NE 12 th Avenue		MW JM			
City Pleasant Hill, IA 50327					
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date	
58.18(4)	<p>DESCRIPTION:</p> <p>Based on record review, observation, resident and staff interview, the facility failed to ensure call lights and were answered in a timely manner (no longer than 15 minutes) to meet residents' needs for 6 of 6 residents reviewed. (Residents #1, #4, #7, #12, #17 and #18) The facility reported a census of 84 residents.</p> <p>Findings include:</p> <p>1. An observation 9/1/21 at 9:46 a.m. revealed the call light for room 309 on for 44:32 minutes at the call light monitoring box positioned at the nurse's station.</p> <p>2. An observation 9/2/21 at 7:59 a.m. revealed the call light for Resident #17 on for 26:31 minutes at the call light monitoring box positioned at the nurse's station.</p> <p>During an interview 9/2/21 at 8 a.m., the resident confirmed her call light was on for almost 1/2 hour and she needed staff to assist her on to the bedpan.</p> <p>During an interview 9/2/21 at 10:35 a.m. the resident stated her call light had been on but staff failed to answer, so she called the nurse's station because she had to go to the bathroom and no one answered the telephone.</p> <p>3. An observation 9/21/21 at 9:45 a.m. revealed the call light on for Resident #12 on for 31:28 minutes as</p>	II	\$500 (Collect)	Upon Receipt	

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	<p>various staff members walked the residents' hallways, but did not answer the call lights.</p> <p>4. During an interview 9/9/21 at 3:41 p.m. Resident #1 confirmed her call light was frequently on for more than 15 minutes, however she could not specify the actual amount of time due to no clock in her room. She offered that she had to wait so long more and more often and had become incontinent one of the times. She added she was normally continent of urine and this caused her to feel like a little kid and not very good.</p> <p>5. During an interview 9/23/21 at 10:44 a.m., Resident #4 indicated his colostomy leaked so he activated his call light. He timed the staff response with his wall clock and noted it took up to 1 ½ hours for staff to answer, which caused him humiliation.</p> <p>6. An MDS assessment form dated 8/4/21 documented Resident #7 with diagnoses that included diabetes mellitus, anxiety, chronic obstructive pulmonary disease (COPD), and cerebellar ataxia. The assessment documented the resident with a BIMS score of 12 (moderately impaired cognitive abilities) and required extensive assistance of 2 staff for toilet use. The MDS also documented the resident experienced frequently urine incontinence and was always continent of bowel.</p> <p>A Care Plan initiated 2/7/14 documented the resident required staff assistance with all activities of daily living (ADL's) and directed staff to provide assist of 1 for toilet use.</p> <p>During an interview 9/2/21 at 10:06 a.m. Resident #7 confirmed she preferred to use the toilet to urinate and defecate, but due to lack of staff she had to utilize the bed pan.</p> <p>During an interview 9/2/21 at 10:35 a.m. Resident #7 confirmed she timed staff call light response (up to 2 hours) using the wall clock. She said the wait made her mad because she had to go to the bathroom really bad and could not hold her urine for that length of time. The resident verified staff had failed to bathe her every Tuesday and Friday as scheduled</p>			
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	<p>and added there had been times she had not received a bath/shower for 4 weeks.</p> <p>7. During an observation/interview 9/3/21 at 12:04 p.m. Resident #18 sat on the toilet in her room and stated she had been waiting for over 20 minutes for someone to answer her call light and assist her to wipe herself. Observation of the call light monitor at the nurse's station at 11:58 a.m. revealed the resident's call light was on for 30:42 minutes.</p> <p>8. Review of the facility's call light log (printed) revealed the following calls lights on as documented:</p> <ul style="list-style-type: none"> a. 8/27/21 - Room 204 B at 8:41 p.m. - 54 minutes b. 8/27 - 216 A at 9:15 a.m. - 34 minutes 8/28 at 7:29 a.m. - 3 hours and 14 minutes 8/28 at 8:07 a.m. - 1 hour and 10 minutes 8/29 at 1:02 p.m. - 36 minutes 9/2 at 7:59 a.m. - 28 minutes 9/3 at 8:56 a.m. - 1 hour and 32 minutes c. 8/27- 312 B at 8:49 a.m. - 30 minutes 8/27 at 9:35 a.m. - 33 minutes 8/27 at 10:19 a.m. - 4 hours and 33 minutes 8/27 at 4:50 p.m. - 1 hour and 41 minutes 8/27 at 7:40 p.m. - 41 minutes 8/28 at 1:39 p.m. - 17 minutes 8/29 at 8:24 p.m. - 3 hours and 5 minute 8/31 at 12:16 p.m. - 31 minutes 8/31 at 4:50 p.m. - 21 minutes 9/1 at 7:59 a.m. - 3 hours and 31 minutes 9/1 at 2:35 p.m. - 28 minutes 9/1 at 8:05 p.m. - 25 minutes 9/1 at 8:57 p.m. - 58 minutes 9/2 at 8:42 a.m. - 48 minutes 9/2 at 1:40 p.m. - 42 minutes 9/2 at 2:31 p.m. - 24 minutes 9/3 at 9:35 a.m. - 23 minutes d. 8/27 - 315 A at 8:23 a.m. - 40 minute. 8/27 at 1:30 p.m. - 4 hours and 35 minutes 8/28 at 10 a.m. - 24 minutes 8/29 at 12:32 a.m. - 21 minutes 8/30 at 8:21 a.m. - 1 hour and 38 minutes 8/31 at 1:52 p.m. - 45 minutes 			
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	<p>8/31 at 3:31 pm. - 35 minutes 9/1 at 4:10 p.m. - 44 minutes</p> <p>e. 8/27 - 304 A - 1:30 p.m. - 4 hours and 32 minutes 8/27 at 7:15 p.m. - 3 hours and 13 minutes 8/28 at 2:01 p.m. - 32 minutes 8/28 at 7:21 p.m. - 34 minutes 8/31 at 9:50 a.m. - 31 minutes 8/31 at 12:59 p.m. - 2 hours and 34 minutes 9/2 at 1:11 p.m. - 24 minutes</p> <p>f. 8/27 - 208 B at 8:20 a.m. - 1 hour and 27 minutes 8/27 at 11:16 a.m. - 45 minutes 8/27 at 1:46 p.m. - 28 minutes 8/27 at 5:41 p.m. - 30 minutes 8/27 at 7:34 p.m. - 48 minutes. 8/28 at 4:31 p.m. - 20 minutes 8/28 at 7:42 p.m. - 1 hour and 21 minutes 8/28 at 9:42 p.m. - 44 minutes 8/29 at 12:17 p.m. - 29 minutes 8/29 at 1:07 p.m. - 1 hour and 9 minutes 8/29 at 3:37 p.m. - 45 minutes 8/30 at 7:39 a.m. - 25 minutes 8/30 at 8:28 a.m. - 1 hour and 1 minute 8/30 at 10:05 a.m. - 47 minutes 8/30 at 11:38 a.m. - 2 hours and 15 minutes 8/30 at 9:19 p.m. - 36 minutes 8/31 at 8:36 a.m. - 5 hours and 34 minutes 9/1 at 9:18 a.m. - 28 minutes 9/1 at 1:50 p.m. - 25 minutes 9/2 at 9:02 a.m. - 32 minutes 9/2 at 8:46 a.m. - 24 minutes</p> <p>8. During an interview 8/31/21 at 3:20 p.m., Staff L, Certified Nursing Assistant (CNA) confirmed staff are unable to answer resident call lights within 15 minutes.</p> <p>During an interview 9/1/21 at 1:51 p.m., Staff M, CNA confirmed staff could not answer resident call lights within 15 minutes.</p> <p>During an interview 9/1/21 at 2:15 p.m., Staff O, CNA confirmed staff as unable to answer resident call lights within 15 minutes.</p>			
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	FACILITY RESPONSE:			
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