

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

Citation Number: 5757					Date: June 3, 2022
Facility Name: Glenwood Resource Center		Survey Dates: 5/9/22 – 5/24/22			
Facility Address/City/State/Zip 711 S Vine Glenwood, IA 51534					
		CC			
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date	

64.60	<p>481-64.60(135C) Federal regulations adopted - conditions of participation. Regulations in 42 CFR Part 483, Subpart D, and Sections 410 to 480 effective October 3, 1988, are adopted by reference and incorporated as part of these rules. A copy of these regulations is available on request from the Health Facilities Division, Department of Inspections and Appeals, Lucas State Office Building, Des Moines, Iowa 50319.</p> <p>Classification of violations is I, II, and III, determined by the division using the provision in 481- Chapter 56, "Financing and Citations," to enforce a fine to cite a facility.</p> <p>This rule is intended to implement Iowa Code Section 135C.2(3).</p>	I	\$10000.00	UPON RECEIPT
W331	<p>(c) Standard: Nursing services</p> <p>§483.460(c) The facility must provide clients with nursing services in accordance with their needs.</p> <p>Based on interviews and record review, the facility failed to ensure nursing staff provided appropriate training to staff and care to clients to ensure implementation of client health care plans. This affected 1 of 1 client during the investigation of #102838-I (Client #5). Findings follow:</p> <p>Record review on 5/16/22 revealed a Type 1 Incident Investigation Report indicating Client #5 died on 2/18/22 at 2:30 a.m. The report described Client #5</p>			

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	<p>as a 30 year old male, admitted to the facility on 8/23/12. His diagnoses included: Profound Intellectual Disability (ID), Bipolar II disorder with recurrent depression, Attention -deficit hyperactivity disorder (ADHD), seizure disorder, constipation, cerebral palsy, osteopenia and gastrostomy tube (g-tube) placement.</p> <p>The facility's investigation noted an admission to the hospital on 11/12/21 for decreased fluid/intake imbalance, high calcium levels, lethargy and tachycardia (fast heart rate) with hypertension (high blood pressure). According to the investigation report, Client #5's interdisciplinary team (IDT) met on 11/22/22 to establish supports to prevent future issues upon his return to the facility. Qualified Intellectual Disability Professional (QIDP) B noted Client #5 ate and took his medications orally at the time. To ensure appropriate hydration, Client #5's physician recommended a goal of 2000 milliliter (ml) of fluid a day with a directive to staff to call the nurse to give additional fluid via g-tube if Client #5 failed to meet the goal of 2000 ml a day.</p> <p>Continued record review revealed the following summary of entries/events:</p> <p>An entry by QIDP B on 12/21/21 indicated the IDT met to discuss the initiation of Lithium to address Client #5's mental health needs. The notation indicated a concern for adequate fluid intake with the risk of imbalance and the effect of the medication on Client #5's thyroid and kidney function.</p>			
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	<p>On 1/10/22 the dietician made a healthcare note regarding Client #5's constipation. She indicated she discussed an increase in fluids from 2000 ml to 3000 ml a day with Doctor of Medicine (MD) who agreed with the recommendation. The dietician indicated she added the increase in fluid information to the Client #5's DAR (Daily Activity Record) and noted Client #5 should be encouraged to consume 1500 ml on AM and PM shift to reach his 3000 ml fluid goal daily.</p> <p>On 2/16/22 Registered Nurse (RN) A's assessment noted Client #5 yelling and twitching and kicking at staff. She documented labs were obtained after a second trial by another nurse and further noted low oxygen levels and high heart rate. RN A notified the Advanced Registered Nurse Practitioner (ARNP) who assessed him and sent Client #5 to the hospital via ambulance.</p> <p>The ARNP entered her assessment on 2/16/22 at 11:56 a.m. She noted her evaluation for lethargy, acute change to mental status, tachycardia with hypertension and increased jerky movements. The ARNP documented she ordered labs to be taken to evaluate for acute dehydration, UTI (urinary tract infection) and cardiac arrhythmias. She acknowledged a previous incident in November 2021 and an eight day hospitalization for acute kidney injury (AKI) and altered mental status.</p> <p>On 2/18/22 the ARNP entered a clinical note confirming notification that Client #5 passed away at the hospital on 2/18/22. Her entry included</p>			
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	<p>documentation of her assessment of Client #5 on 2/16/22 and her decision to send him to the hospital via ambulance. The ARNP noted Client #5 was admitted to the hospital with severe hyponatremia (a high concentration of sodium in the blood), acute kidney failure, UTI and severe constipation per the hospital report.</p> <p>The Type 1 Investigation report noted the hospital physician assessment included sepsis secondary to UTI, hyponatremia, Hypercalcemia (too much calcium in the blood) and acute kidney injury (acute kidney failure).</p> <p>Record review on 5/16/21 revealed Client #5's Daily Record of Activities for the month of February. The document included multiple activities for staff to record throughout Client #5's day including a directive to "record oral intake in cc each shift; encourage 1500 ml per AM and PM shift. Goal of 3000 daily with meals and meds (medications)". Review of the fluid totals entered by staff revealed Client #5 failed to reach the goal of 3000 ml on 9 out of 15 recorded days in February.</p> <p>When interviewed on 5/17/22 at 11:10 a.m. Client #5's Doctor of Medicine (MD) recalled Client #5 moved to a new house (House 465) prior to his admission to the hospital on 2/16/22. He confirmed the facility staff tracked Client #5's fluids daily due to his hospitalization in November 2021. The MD presented documentation of labs he ordered on 1/14/22 and commented the levels at that time were "perfect". He confirmed his</p>			
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	<p>order for 2000 ml of fluid per day to be maintained by g-tube if needed in November. The MD also confirmed a change in the order to 3000 ml in January.</p> <p>When interviewed on 5/17/22 at 12:55 p.m., RN A confirmed she worked with Client #5 on the morning of 2/16/22 and recalled the ARNP arrived and assessed him prior to sending him to the hospital. She acknowledged Client #5's history of dehydration and commented he received his nutrition via g-tube prior to a trial of eating and drinking orally. RN A said he did well with oral intake at House 253, his previous residence. When shown the February DAR, RN A confirmed staff documented Client #5's fluid intake and further confirmed he should consume 3000 ml per day. She said staff should have informed the nurse on the days when Client #5 failed to reach 3000 ml of fluid orally.</p> <p>When interviewed on 5/17/22 at 3:15 p.m., the ARNP confirmed she suspected acute kidney injury when she assessed Client #5 on 2/16/22 due to his history. She recalled Client #5's lips were dry and he experienced a change in mental status. The ARNP commented that staff told her his behavior had changed over the past few days but she denied any notification of changes. She said AKI typically occurs due to lack of fluids. The ARNP reviewed the February DAR and noted the amounts on the DAR and the lab levels taken at the hospital "did not add up". She referred to a document from the hospital with lab levels identified on 2/16/22. The ARNP reviewed Client #5's BUN level and explained the BUN level indicated how the kidneys</p>			
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	<p>worked. She noted his level at 106 and commented the normal range is 5 -22. She also noted Client #5's creatinine level of 5.09 and indicated the normal range of 0.50 - 1.40. Finally, she looked at the lab levels and noted the sodium level of 168 with the normal range between 136 and 145. The ARNP said Client #5 experienced dehydration and sepsis.</p> <p>When interviewed on 5/17/22 at 4:15 p.m., QIDP B confirmed she coordinated Client #5's care when he lived at House 253. She recalled he moved to House 465 the first part of February. QIDP B recalled his hospitalization in November and the need to encourage 2000 ml of fluid following the hospitalization. She thought the fluid increase to 3000 ml occurred prior to his move to House 465. QIDP B said she added the fluid increase to Client #5's accountability sheet and confirmed staff should document his intake on his DAR. She further confirmed staff should call the nurse when he failed to orally consume 3000 ml of fluid every day. QIDP B stated nursing staff checked the DAR every day to ensure the appropriate amount of liquids.</p> <p>When interviewed on 5/18/22 at 9:25 a.m. RTW G said she worked with Client #5 at House 253 and noted a lack of information on his Physical Nutritional Management Plan (PNMP) specifically a failure to note his need to consume 1500 ml of fluid per shift. She commented when Client #5 did not meet the goal of 1500 ml of liquids per shift staff should call the nurse. RTW G reviewed the February DAR and noted Client #5 failed to consume 3000 ml of fluid on multiple days.</p>			
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	<p>She commented that staff should have called the nurse but acknowledged the DAR failed to direct staff to call the nurse. RTW G again commented that the information should have been on the PNMP.</p> <p>When interviewed on 5/18/22 at 10:20 a.m., the Administrator of Nursing (AON) produced a DAR with a handwritten notation by LPN C. The nurse wrote, "Encourage 1500 ml on each Am and PM shift. If goal not met call nurse to supplement up to 300 ml at a time per g-tube" dated 1/10/22. The AOD reviewed Client #5's February DAR and confirmed he should have received supplemental fluids on 9 days when he failed to reach 3000 ml orally. She confirmed staff are to call the nurse, then acknowledged the nurse should check the DAR to ensure the order was followed every day. The AOD reviewed the lab levels from the hospital on 2/16/22 and noted Client #5's apparent dehydration.</p> <p>When interviewed on 5/18/22 at 11:15 a.m., QIDP C confirmed she assumed responsibility for Client #5 when he moved to House 465 on 2/4/22. She initially denied knowledge of his need for additional fluids and stated his PNMP lacked any information about fluids. QIDP C said staff use the PNMP as their source of information for clients new to the house. When shown Client #5's February DAR, QIDP C confirmed the directive to record fluid intake on AM and PM shifts and further confirmed the goal not met on multiple days. She said she did not know staff should call the nurse if Client #5 consumed less than 3000 ml of fluids until after Client #5's death.</p>			
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	<p>When interviewed on 5/18/22 at 1:20 p.m. the AON stated nursing staff create/update client Comprehensive Care Plans when orders change. She referred to a plan dated 1/10/22 written by RN B that indicated the change in Client #5's fluid needs from 2000 ml to 3000 ml a day.</p> <p>When interviewed on 5/18/22 at 1:25 p.m., the Director of Quality Management confirmed Client #5's Comprehensive Care Plan dated 1/10/22 and written by RN B directed staff to record oral intake in cc each shift and encourage 1500 ml per AM and PM shift with a goal of 3000 daily with meals and meds. She confirmed the plan lacked a directive to call the nurse if the goal was not met. The Director of Quality Management stated she thought nursing staff shared specific directives when they trained staff on the plan.</p> <p>When interviewed on 5/18/22 at 1:40 p.m., the Director of Clinical Therapy Services confirmed she supervised the staff responsible for input into the PNMP. She said information regarding fluid intake should be on the DAR rather than the PNMP and should be reviewed daily by the nurses on duty. The Director of Clinical Therapy Services reviewed Client #5's February DAR and commented that nursing staff should have taken action on the days when Client #5 failed to consume 3000 ml of fluid. She pointed out that nursing staff initialed the DAR indicating they reviewed it but took no action. The Director noted if nursing staff had shared the information with the Speech Language Therapist, she could have added the information as a "trigger" on the PNMP to alert staff to call nursing staff</p>			
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	<p>if/when Client #5 failed to consume 3000 ml of fluid daily.</p> <p>When interviewed on 5/18/22 at 3:05 p.m., RTW H confirmed he worked with Client #5 for a brief time at House 465. He recalled he experienced no difficulty getting Client #5 to drink orally and stated he would check his PNMP for specific information regarding his fluid needs.</p> <p>When interviewed on 5/18/22 at 3:20 p.m., RTW I recalled Client #5 only lived at House 465 for a couple weeks. She thought she worked with him a few times and denied knowledge of his need to consume 3000 ml of fluid a day. RTW I said she would refer to the PNMP for any information regarding eating or drinking.</p> <p>When interviewed on 5/19/22 at 11:45 a.m., LPN D confirmed she worked at House 465 and acknowledged Client #5 should consume 1500 ml of fluids on the AM and PM shifts. When shown the February DAR, LPN D confirmed Client #5 failed to consume 3000 ml of fluid on multiple days in February including 2/6/22 and 2/7/22 when she initialed her review of the form. She stated she mostly looked for bowel movements and did not check each activity on the DAR. When asked who trained staff on client Comprehensive Care Plans, LPN D indicated nurses held responsibility to train the RTWs. She denied ever being trained on Client #5's plan.</p> <p>Record review on 5/19/22 revealed a training document regarding Client #5's Comprehensive Care</p>			
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	<p>Plan dated 1/10/22. The document lacked any staff signatures. In an email from the AON that accompanied the training document, the AON confirmed nursing staff failed to train staff on Client #5's plan to consume 3000 ml of fluids a day. The Director of Quality Management confirmed the document lacked any staff signatures.</p> <p>In summary, record review revealed Client #5 experienced a hospitalization in November 2021 due to dehydration and acute kidney injury. Upon discharge the MD confirmed an order for a minimum of 2000 ml of fluid a day. On 1/10/22, the dietician initiated a request and subsequently received an order from the MD to increase fluids to 3000 ml a day, and if the goal was not met, to call the nurse for fluids to be given via g-tube. Further record review revealed staff documented fluid intake of less than 3000 ml a day on 9 out of 15 days in February on the DAR. Record review revealed nursing staff signed off on the DAR without providing additional fluids via g-tube. Interviews with various staff revealed nursing staff held responsibility to train staff on changes in client care via the DAR and the Comprehensive Care Plan. Staff interviews revealed a reliance on client PNMPs for direction regarding fluid intake and a lack of communication by nursing staff to professional staff to update Client #5's PNMP to provide a "trigger" for decreased fluid consumption. Record review and staff interviews revealed a lack of training to staff to ensure Client #5's care. Client #5 passed away on 2/18/22. Hospital Discharge Documents listed his discharge diagnosis primarily as Cardiopulmonary Arrest.</p>			
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	Secondary diagnoses at time of hospital discharge included, but were not limited to: severe sepsis with septic shock, acute respiratory failure, acute kidney injury, hypernatremia, and urinary tract infection.			
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