

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

Citation Number: 5369		Date: September 3, 2021		
Facility Name: Imagine the Possibilities-Diamond Place		Survey Dates: June 30, 2021 – July 21, 2021		
Facility Address/City/State/Zip 1208 11 th Street Oskaloosa, Iowa 52577		LK	Survey	
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. Classification of violations is I, II, and III, determined by the division using the provision in 481-Chapter 56, Fining and Citations,” to enforce a fine to cite a facility. This rule is intended to implement Iowa Code Section 135C.2(3).</p> <p>DESCRIPTION</p> <p>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.</p> <p>Based on observations, interview, and record review the facility failed to ensure staff</p>	I	\$3,500.00	Upon Receipt
W189				

Facility Administrator

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	<p>demonstrated the appropriate skills to ensure client safety during mealtime. Staff failed to provide clients with adequate supervision to meet their identified needs during mealtimes. This affected 1 of 3 sample clients (Client #4) and 7 non-sample clients (Client #2, Client #3, Client #5, Client #6, Client #10, Client #11, and Client #12). Findings follow:</p> <p>1. Observations on 6/30/21 from 5:31 p.m. to 5:36 p.m. revealed Client #4 attempted to eat soup with his spoon. Client #4 significantly leaned to the right in his wheelchair, which caused his soup to fall off his spoon with each bite. No staff sat at Client #4's table and no staff provided intervention when he leaned. At 5:36 p.m., the Health Services Coordinator (HSC) intervened and adjusted his right arm cushion. From 5:39 p.m. to 5:43 p.m., Client #4 attempted to eat soup with his spoon. Client #4 continued to lean to the right side of his wheelchair significantly and his soup continued to fall from his spoon with each attempted bite. Client #4 hit himself in the face and staff had him carry his plate to the sink.</p> <p>Observations on 7/01/21 from 6:26 a.m. to 6:32 a.m. revealed Client # 4 ate his breakfast</p>			
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	<p>quickly without staff intervention or staff present at his table.</p> <p>Observations on 7/01/21 from 11:41 a.m. to 11:59 a.m. revealed Client #4 ate bite sized sandwich pieces, orange halves, and bite size Cheetos for lunch. Client #4 leaned to the right side of his wheelchair while he ate his meal. Staff failed to prompt Client #4 to sit up during his meal or monitor his meal.</p> <p>Observation on 7/07/21 at 12:18 p.m. revealed Speech Consultant (SC) prompted Client #4 to take smaller bites. There were no staff present to prompt and assist Client #4. At 12:21 p.m. Client #4 ate his ground sandwich as he leaned to the right side of his wheelchair. At 12:22 p.m., the SC told Client #4 he took a big bite and needed to chew that first then swallow. At 12:24 p.m., the SC worked with Client #4 to sit up at his meal.</p> <p>Record review on 7/08/21 revealed the following:</p> <p>a. Client #4's speech therapy annual report, dated 6/29/2020, recommended, "Staff give (Client #4) verbal reminders to chew food and</p>			
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	<p>remind him to slow his intake to help prevent aspiration."</p> <p>b. Client #4's occupational therapy evaluation, dated 5/11/21, included the following short-term goal: "(Client #4) will be positioned in his w/c (wheelchair) appropriately at meal times for a more upright posture to allow him to continue to feed himself independently."</p> <p>2. Observations on 6/30/21 at 5:25 p.m. revealed Client #2 brought his divided plate to his face to drink his soup. Client #2's broccoli and cheese soup did not have crackers and did not appear to be honey consistency. As Client #2 ate, staff failed to prompt him and staff told other clients to wait. At 5:38 p.m., Client #2 ate cut up watermelon with his hands without staff intervention. At 5:48 p.m., Client #2 drank his thickened liquids without staff supervision.</p> <p>Observations on 7/01/21 from 6:41 a.m. to 6:46 a.m., revealed Client #2 ate breakfast without staff supervision. From 6:51 a.m. to 6:56 a.m., Client #2 continued to eat breakfast without staff supervision. At 6:57 a.m., Client #2's head fell out of the strap attached to the bracket on his wheelchair used to hold his head up in his while in his wheelchair. Staff adjusted his head</p>			
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	<p>strap. From 6:59 a.m. to 7:01 a.m., Client #2 drank his thickened liquids without staff supervision. From 7:03 a.m. to 7:06 a.m. Client #2 drank his thickened liquids without staff supervision.</p> <p>Observations on 7/01/21 at 11:41 a.m. revealed Client #2's plate consisted of a bite sized meat sandwich, orange halves, and Cheetos. From 11:53 a.m. to 11:59 a.m., Client #2's head fell out of his head strap and he ate with his head leaned to the right. Client #2 took handfuls of sandwich and placed them in his mouth. Client #2's head remained to the right while he ate the sandwich. At 11:59 a.m., DSP H told Client #2 to take it easy. DSP H did not adjust Client #2's head in his strap or prompt him to eat with his head in an upright position. From 11:59 a.m. to 12:12 p.m., Client #2 continued to eat with his head out of the strap. Staff did not readjust Client #2's head.</p> <p>Observations on 7/07/21 at 12:31 p.m. revealed Client #2 took a large bite of ground bread, egg, bacon mixture without staff intervention. From 12:50 p.m. to 12:28 p.m., Client #2 ate his lunch without staff in the dining area, only the surveyor and the SC were present. At 12:50 p.m. to 12:58 p.m., Client #2 ate without staff</p>			
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	<p>supervision. From 12:59 p.m. to 1:02 p.m., staff went to the kitchen to get Client #2 more food. Client #2 ate while the staff was away.</p> <p>Intermittent observations on 7/07/21 from 5:57 p.m. to 6:46 p.m. revealed Client #2 ate meatloaf and mashed potatoes. Client #2 took 14 large bites without staff intervention. From 6:56 p.m. to 7:06 p.m. Client #2 ate large bites without staff intervention or supervision.</p> <p>Observations on 7/08/21 from 6:28 a.m. to 6:34 a.m. revealed Client #2 ate large bites without staff intervention.</p> <p>Record review on 7/07/21 revealed the following:</p> <p>a. Client #2's mealtime procedure, dated 2/05/20, indicated all staff that work with Client #2 are responsible for the mealtime procedure. The reason for the mealtime procedure was "to maintain (Client #2's) ability to be independent as possible during mealtime and be safe as possible. The procedure section list eight procedures staff should follow. In procedure number four it stated, "Must have supervision while eating/drinking due to his risk of choking." In procedure number five it stated, "He will eat</p>			
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	<p>at an appropriate rate at times, but needs reminders to focus on the task at hand. His wheelchair must always be in an upright position while eating and he may have his head back, secured in his wheelchair headrest to assist with swallowing issues.</p> <p>b. Client #2's annual nutritional assessment, dated 8/13/20, recommended, "... liquids thickened to nectar/honey thick consistency, no straws, regular diet with food cut into bite sized pieces and add moisture to food. An update added 12/22/20 noted a swallow study was performed on 12/7/20 and found silent aspiration of thin and nectar thick liquids, decreased A-P transit and effortful oral phase of swallow. The report further noted, "Recommend modified general diet with extra sauces/gravies with food minced and honey thick liquids. Safe swallow precautions: single bites/sips, Provale cup, going slow, check mouth, cue pt (patient) to hold head up, and cue pt (patient) to cough/clear throat every 2-3 bites."</p> <p>3. Observation on 7/07/21 at 1:11 p.m. revealed Client #3 coughed while eating at the table without staff intervention or staff supervision.</p>			
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	<p>Observation on 7/07/21 at 5:49 p.m. revealed Client #3 ate without staff supervision at the table.</p> <p>Observations on 7/07/21 from 6:49 p.m. to 6:53 p.m. revealed Client #3 ate without supervision in the dining room.</p> <p>Record review 7/08/21 revealed Client #3's annual nutritional assessment, dated 8/13/21, noted, "Sometimes patient takes big bites and doesn't chew well... since being in new facility staff has not noticed this, but is continuously monitored at mealtimes and encouraged to chew before swallowing."</p> <p>4. Observations on 6/30/21 from 5:15 to 5:20 p.m. revealed Client #5 ate bites of her sandwich unsupervised for five minutes until staff brought Client #5 a drink. From 5:20 p.m. to 5:22 p.m., Client #5 ate bites from her whole sandwich unsupervised.</p> <p>Observations on 7/07/21 from 5:48 p.m. to 6:02 p.m., revealed Client #5 ate large bites of her dinner without staff intervention. Client #5's mouth appeared full.</p>			
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	<p>Record review on 7/07/21 revealed Client #5's annual nutrition assessment dated 12/22/20 noted, "Takes big bites and pockets food in sides of client's cheeks."</p> <p>5. Observations on 6/30/21 from 6:11 p.m. to 6:15 p.m. revealed Client #6 ate her seconds of bite-sized deli meat sandwich without staff in the dining area.</p> <p>Observation on 7/07/21 at 12:19 p.m. revealed Client #6 coughed while taking bites of her meal. Staff were not present to provide supervision or intervention. The SC was present and walked over to Client #6 to tell her to chew her food before she took another bite</p> <p>Observations on 7/07/21 from 5:48 p.m. to 6:00 p.m. revealed Client #6 ate her dinner, which consisted of meatloaf and broccoli. Client # 6 had four episodes of coughing during her meal. At 6:00 p.m., DSP K acknowledged her and asked if she was okay.</p> <p>6. Observations on 7/07/21 from 5:48 p.m. to 5:57 p.m. revealed Client #10 ate her meal without staff supervision or prompting to chew. Client #10 had one episode of coughing during</p>			
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	<p>this time. Staff provided no intervention. Client #10 did not have a picture cue card at the table.</p> <p>Observations on 7/08/21 at 6:25 a.m. to 6:30 a.m. revealed Client #10 ate her breakfast fast without staff prompting her to use her mealtime card to chew. Client #10 finished her breakfast in five minutes. Client #10 did not have a picture cue card at the table.</p> <p>Record review on 7/07/21 revealed the following:</p> <p>a. Client #10's speech therapy annual report dated 6/29/20 recommended, "... continue a general diet cut into dime sized pieces with reminders to chew effectively... Picture cues to remind (Client #10) to chew effectively may be implemented during mealtime to increase independence."</p> <p>b. Client #10's annual nutritional assessment dated 1/29/21, "... food cut into bite sized pieces and will be monitored at meal time and encouraged to eat slowly."</p> <p>7. Observations on 7/07/21 7:22 p.m. to 7:23 p.m. revealed Client #11 ate her snack, which consisted of mandarin oranges, without staff</p>			
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	<p>next to her. Client #11 coughed while she ate her oranges.</p> <p>Record review on 7/07/21 revealed Client #11's speech therapy annual report dated 6/29/20 recommended "staff continue with general diet, cut into dime sized pieces, presented in 2-3 bites at a time."</p> <p>8. Observation on 7/07/21 at 5:49 p.m. Client #12 ate without staff supervision at the table.</p> <p>9. Further record review on 7/08/21 revealed the following supervision levels sheet for staff:</p> <p style="margin-left: 20px;">a. 1 staff to 5 individuals, small group supervision for Client #6, Client #10, Client #3, Client #4, Client #5, Client #10, and Client #12.</p> <p style="margin-left: 20px;">b. 1 staff to 5 individuals, small group supervision, must remain in staff's eye sight at all times while eating/drinking for Client #2.</p> <p style="margin-left: 20px;">c. Sit by assistance for Client #11.</p> <p>Record review on 7/07/21 revealed the facility policy Dietary Services dated 3/01/19 indicated,"providing nourishing and well-balanced meals that are palatable and pleasing</p>			
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	<p>to residents and that address individual needs for texture alteration or other modifications ordered for the purpose of correcting or preventing a nutritional deficiency or other health issue.... The regional dietary procedures: details and specific directions related to the above policies and other relevant topics listed below are based on applicable DIA (Department of Inspections and Appeals) regulations (w-459 to W-489) and included in Imagine's Dietary Procedures." The regional dietary procedures listed 10 procedures, including: "Level of staff supervision and support; promoting independence, reinforcing appropriate behavior, monitoring for safety." The policy indicated employees received training on these procedures during their initial training and/or department orientation and annually thereafter.</p> <p>When interviewed on 7/20/21 at 1:22 p.m. the Director of Services (DOS) acknowledged the facility failed to ensure adequate supervision of clients at mealtime to meet their identified needs.</p> <p>These findings resulted in a determination of Immediate Jeopardy (IJ) on 7/08/21 at 10:07 a.m. based on the lack of adequate supervision</p>			
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W474	<p>of clients at mealtime to meet their identified needs. The facility developed and implemented a plan of to remove the IJ, which included training staff on client supervision. The IJ was removed on 7/13/21 at approximately 10:22 a.m.</p> <p>Food must be served in a form consistent with the developmental level of the client.</p> <p>Based on observation, interviews, and record review the facility failed to ensure clients received appropriate food textures as prescribed. This affected 1 of 3 sample clients (Client #4) and 2 clients added to the sample (Client #1 and Client #2). Findings follow:</p> <p>1. Observation on 6/30/21 at 5:36 p.m. revealed Client #4 ate bite-sized watermelon and broccoli cheese soup.</p> <p>Observations on 7/01/21 during breakfast at 6:26 a.m. Client #4's plate consisted of dime-sized pancake and sausage. During lunch at 11:41 a.m. Client #4's plate consisted of bite size deli meat sandwich, bite sized Cheetos, and small orange halves.</p>			
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	<p>Observation on 7/07/21 at 12:17 p.m. revealed Client #4's plate consisted of ground bread, egg, bacon mixture with no moisture added and chopped strawberries.</p> <p>Observation on 7/08/21 at 6:37 a.m. revealed Client #4's plate consisted of sausage egg skillet and ground toast with butter that appeared dry.</p> <p>Record review on 7/08/21 revealed Client #4's nutritional assessment, dated 12/22/20, noted, "Client's food is cut into bite sized pieces due to client shoveling food into mouth. Food is also moistened." Continued review revealed Client #4's speech therapy annual report, dated 6/29/2020, recommended a regular moistened diet, cut into dime sized pieces, as well as verbal reminders to chew food and remind him to slow his intake to help prevent aspiration.</p> <p>Additional record review on 7/12/21 revealed a physician's order for a mechanical soft diet, dated 6/28/21.</p> <p>2. Observation on 6/30/21 at 5:40 p.m. revealed Client #1 ate pureed meat and carrots. Client #1's pears appeared chunky and staff used a</p>			
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	<p>spoon to mash the pears more. Client #1 coughed while eating during this time.</p> <p>Observation on 7/01/21 at 6:28 a.m. revealed Client #1's plate consisted of pears that appeared chunky and pancakes of a thick consistency that stuck to the spoon. Staff mashed the chunky pear pieces on Client #1's plate.</p> <p>When interviewed on 7/01/21 at 6:39 a.m. DSP A stated the facility bought pre-packaged pureed food for Client #1. DSP A agreed the pears appeared chunky when he prepared breakfast for Client #1.</p> <p>Observation on 7/01/21 at 11:38 a.m. revealed Client #1 ate mac and cheese that appeared thick with chunks. When asked, the Health Services Coordinator (HSC) agreed the mac and cheese appeared chunky and informed staff not to feed him the mac and cheese. The HSC went to make new. At 11:45 a.m., DSP J fed Client #1 a bite of the mac and cheese after the HSC told DSP J not to.</p> <p>Record review on 7/01/21 revealed Client #1's speech therapy annual report dated 12/28/20 recommended "current diet of pureed foods."</p>			
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	<p>3. Observations on 6/30/21 at 5:25 p.m. revealed Client #2 brought his divided plate to his face and drank his soup. Client #2's broccoli and cheese soup did not have crackers or appear to be honey consistency.</p> <p>Observations on 7/01/21 at 6:36 a.m. revealed Client #2 plate consisted of bite sized pieces of pancake and sausage. During lunch, at 11:40 a.m., Client #2's plate consisted of bite sized salami cream cheese sandwich without moisture added, orange halves, bite sized Cheetos. Client #2's bread appeared dry.</p> <p>Observation during lunch on 7/07/21 at 12:15 p.m. revealed Client #2's plate consisted of ground bread, egg, bacon mixture with no moisture added and chopped strawberries. At 12:28 p.m., the Speech Consultant (SC) asked staff to add moisture to Client #2's minced bread, egg, bacon mixture. At 12:42 p.m. Client #2 coughed while he ate. The Speech Consult encouraged Client #2 to cough and clear his throat and explained they did not want food in Client #2's lungs.</p> <p>Observation on 7/08/21 6:46 a.m. revealed Client #2 requested through sign language more butter to his ground toast that appeared</p>			
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Facility Address/City/State/Zip 1208 11 th Street Oskaloosa, Iowa 52577		Survey Dates: June 30, 2021 – July 21, 2021		
		LK	Survey	
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

	<p>dry. DSP H added more butter. At 6:49 a.m., Client #2 requested through sign language more butter to his ground toast. DSP H added jelly to Client #2's ground toast. The ground toast appeared thick and stuck to the client's spoon as he ate. At 6:50 a.m., Client #2 coughed two times. DSP H asked Client #2 to take a drink. Client #2 did not drink.</p> <p>Record review on 7/08/21 revealed Client #2's annual nutritional assessment, dated 8/13/20, recommended "liquids thickened to nectar/honey thick consistency, no straws, regular diet with food cut into bite sized pieces and add moisture to food." An update to the nutritional assessment, added 12/22/20, noted a swallow study was performed on 12/7/20 and found silent aspiration of thin and nectar thick liquids, decreased A-P transit and effortful oral phase of swallow. The addendum further noted, "Recommend modified general diet with extra sauces/gravies with food minced and honey thick liquids. Safe swallow precautions: single bites/sips, Provale cup, going slow, check mouth, cue pt (patient) to hold head up, and cue pt (patient) to cough/clear throat every 2-3 bites. "</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
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	<p>4. Record review on 7/07/21 revealed the facility's policy regarding Dietary Services, dated 3/01/19, documented the purpose of "providing nourishing and well-balanced meals that are palatable and pleasing to residents and that address individual needs for texture alteration or other modifications ordered for the purpose of correcting or preventing a nutritional deficiency or other health issue..." The policy indicated employees received training on the policy and procedures during their initial training and/or department orientation and annually thereafter.</p> <p>Record review on 7/08/21 revealed the facility provided dietary training to staff as an online training some topics discussed consistency altered diets, risk to individuals served, diet orders, mechanical soft, pureed diet, and dysphagia diet.</p> <p>When interviewed on 7/20/21 at 1:22 p.m. the Director of Services acknowledged the facility failed to ensure clients received the appropriate food textures as prescribed.</p> <p>FACILITY RESPONSE</p>			
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Facility Administrator

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