

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

Citation Number: 5381		Date: September 21, 2021		
Facility Name: Courage Homes		Survey Dates: August 2, 2021 – September 14, 2021		
Facility Address/City/State/Zip 5945 Morningside Ave. Sioux City, Iowa 51106		LK	#98944	
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, Fining 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	\$6,000.00	Upon Receipt
W189	<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, interviews and record reviews, the facility failed to ensure staff were trained to consistently evaluate and respond to client needs as outlined in agency policies. This affected 1 of 2 sample clients in House #3 (Client</p>			

Facility Administrator

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	<p>#3) and 1 of 1 clients involved in 98944-I (Client #12).</p> <p>Findings follow:</p> <p>1. Record review revealed Courage Homes reported the 7/29/21 death of Client #12 to the Department of Inspections and Appeals on 7/30/21. Review of a facility investigation dated 7/30/21 revealed Client #12 had a significant medical history which included being on Hospice from 2018 to 2020. In March 2020 after being diagnosed with Covid-19 it was determined the client needed 3L of oxygen per day to prevent his oxygen from dropping. The investigation further revealed the client battled bronchial congestion, a wound on his ankle and bleeding around his colostomy site in June 2021. Review of the investigation along with nursing notes indicated the client showed improvement during July 2021 when his lungs sounded clear. The report further revealed on 7/27/21 Client #12 was found in bed with a temperature of 100 degrees, lungs sounded rhonchi bilaterally with O2 between 72-78%. The facility took the client to the emergency room on 7/27/21 and on 7/28/21 the facility nurse was informed the client had pneumonia and a UTI which was causing septic shock. The report concluded the client was placed on Hospice again and returned to Courage Homes on 7/29/21 at</p>			
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	<p>5:00 p.m. before he passed away later in the evening.</p> <p>Record review of a facility bed check log for the south side of the home (which included Client #12) was left blank for the entire shift. The document indicated the client needed to be check every 30 minutes from 9:30 p.m. on 7/26/21 to 5:30 p.m. on 7/27/21, but the log was blank. Review of an accountability sheet revealed at 5:30 a.m. the checks were changed from every 30 minutes to every 15 minutes. Further record review of staff schedules revealed Residential Living Assistant (RLA) G was assigned to the Client#12's care for the overnight shift.</p> <p>Record review revealed a facility policy which outlined the responsibility of staff regarding the accountability checks. Point #3 on the document indicated "The staff who is assuming responsibility for the member is to visibly check on the well-being of the member and initial the card with the time".</p> <p>When interviewed on 8/10/21 at 10:35 a.m. RLA F stated she entered Client #12's bedroom around 8:00 a.m. on 7/27/21 to get him up for the day. She stated the client barely responded to her and did not look well. She stated she noticed</p>			
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	<p>his color was not good and he was clammy/sweaty so she called the LPN right away to make an assessment. She stated this was the first time she had seen the client that day and felt none of the other staff had likely looked him over very closely since they came on shift at 5:30 a.m. or they would have likely noticed his poor condition.</p> <p>When interviewed on 8/10/21 at 9:33 a.m. the LPN indicated she was asked by RLA F to come look at Client #12 around 8:00 a.m. on 7/27/21. The LPN reported she was told by RLA F the client did not look well. The LPN reported when she saw the client she noticed his color was bad, his O2 was very low and he had a temperature of 100 degrees. The LPN stated she called the DON who came and observed the client and a decision was made to take him to the hospital.</p> <p>When interviewed on 8/11/21 at 8:37 a.m. RLA E confirmed her signature on the accountability card for Client #12 on the morning of 7/27/21 from 5:30 a.m. to 9:15 a.m. She stated most of the time she just initialed the box without making an assessment of the client as they were short staffed and she was just trying to fill in the box as required. When asked if she remembered how the client looked that morning she stated he looked like usual. She stated she did not notice</p>			
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	<p>him sweating or that his color was not good.</p> <p>When interviewed on 9/9/21 RLA G confirmed she had worked with Client #12 in the past, but could not confirm she worked with him on 7/26/21 without looking at the records. Client #12 stated she usually worked in House #1, but occasionally worked in House #2. She stated she is usually very good about documenting her 30 minute checks, but admitted there may be a few nights she forgot to document her checks. RLA G stated she was aware every 30 minutes each client needed to be checked. The RLA stated Client #12 needed his oxygen checked (as sometimes he knocked it off), his catheter checked for kinks in the line, his ostomy bag checked and his overall well-being to make sure he was okay.</p> <p>When interviewed on 8/11/21 at 8:49 a.m. the Qualified Intellectual Disabilities Professional (QIDP) stated the accountability policy had been in place for a long time and staff had been trained on it many times. When asked for a copy of RLA E's signed training she stated she could not find one. She confirmed the policy indicated when staff initialed the accountability box they were saying they saw the client and checked on their "well-being" and found them to be in satisfactory condition. She verified staff were not to check the</p>			
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	<p>box without seeing the client. When interviewed again on 9/9/21 the QIDP told the surveyor and showed on the schedule RLA G was assigned to Client #12's care on the overnight shift from 7/26/21 to 7/27/21 until 5:30 a.m. The QIDP provided a copy of the blank check sheet and confirmed RLA G failed to document any checks all night for the client. Further review revealed she worked in House #2 again on 8/21/21 and failed to document any checks. The QIDP stated the overnight supervisor had been home sick and recently passed away so she was supposed to check the overnight logs in her place, but only did so occasionally and missed the failed checks on 7/26/21 and 8/21/21 by RLA G. The QIDP confirmed facility staff failed to document check for Client #12 from 9:30 p.m. to 5:30 a.m. on 7/27/21 and by the admission RLA E failed to check the client as required from 5:30 a.m. to 8:00 a.m. when he was discovered very ill by RLA F.</p> <p>When interviewed on 8/11/21 at 10:05 a.m. the Administrator confirmed staff failed to check on Client #12 as required on the morning of 7/27/21 between 5:30 a.m. and 8:00 a.m. but just initialed the box. She confirmed the policy was long standing and staff had recently been trained they needed to see and assess the client's well-being before they checked the box on the accountability</p>			
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	<p>sheet.</p> <p>2. Observations on 8/3/21 at 11:41 a.m. revealed Client #3 finished eating and was moved to the living room in his wheelchair. The client yelled out "Baa" to staff shortly after being parked in the living room. Residential Living Associate (RLA) C responded to the client and asked him if he needed to use the restroom, to which he shook his head yes. RLA C then told him to wait until his staff was free to take him. At 11:45 a.m. Client #3 continued to yell out "Baa" to staff and appeared frustrated with no response from staff. Six minutes after his initial request at 11:47 a.m. RLA C told RLA D Client #3 needed to use the restroom despite both being in the dining room since the initial request. The client continued to make a groaning noise as well as say "Baa" off and on until 11:56 a.m. when RLA D took him down the hall towards the restroom. At 11:58 a.m. the client was found seated in his wheelchair in the hallway down by his bedroom. At 11:59 a.m. RLA D came out of another client's bedroom and took Client #3 to the restroom.</p> <p>Record review revealed a Mid-Step policy for consumer and staff guidelines which revealed clients were always to be treated with dignity and respect and should be encouraged to make choices. The policy further stated clients who</p>			
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	<p>experienced toileting accidents were to be cleaned up as soon as possible as staff were responsible for the physical appearance and cleanliness of the clients they are assigned to.</p> <p>When interviewed on 8/4/21 at 4:30 p.m. the Administrator and Program Coordinator confirmed Client #3 had toileting accidents, but could tell staff he needed use the restroom by saying "Baa". When told he repeated "Baa" numerous times for almost 18 minutes while staff were aware of his need she agreed staff failed to get him to the restroom in a timely manner. They also confirmed it didn't have to be his assigned staff who took him to the restroom as anyone of several staff in the area could have taken him. They were also aware the client had a higher risk than most for skin breakdown.</p> <p>FACILITY RESPONSE</p>			
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