

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

Number FC 5997				
Facility name Willow Gardens Care Center		Report date 1/14/16		
Facility address 455 31 st St		Survey dates 12/15/15, 12/16/15, 12/21/15 and 12/30/15		
City Marion, IA 52302		JB		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date
58.28(3)e	<p>481—58.28(135C) Safety. 58.28(3) Resident safety. 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: Based on clinical record review, policy review, staff and State Climatologists interviews the facility failed to provide appropriate supervision for 1 of 13 residents reviewed that eloped from the facility (Resident #1). The facility reported a census of 75 residents.</p> <p>Findings include:</p> <p>According to the Minimum Data Set (MDS) dated 11/10/15 Resident #1's Brief Interview for Mental Status BIMS score of 6, disorganized thinking and inattention identified severe cognitive impairment. According to the MDS Resident #1 was independent with all activities of daily living but required supervision for personal hygiene and extensive assistance in bathing. Resident #1 ambulated about the facility utilizing a cane or walker. The MDS identified Resident #1's diagnoses included, Hypertension, Urinary tract infection, Non-Alzheimer's Dementia, Unspecified Dementia without behavioral disturbances and heart disease with the presence of a pace maker. The MDS revealed a lack of any mood altering medications.</p> <p>Review of the Care Plan dated 11/18/15 indicated Resident #1's behavioral symptoms included pocketing his/her medications and agitation with aggression. The plan directed the staff to discuss potential negative consequences of not taking his/her pills as prescribed and monitor or remove Resident #1 from stressful situations. The Care Plan indicated Resident #1 ambulates about his/her room with the use of a cane or wheeled walker.</p>	I	\$3000.00 Held in Suspension	Upon Receipt

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	<p>Review of Resident #1's Nurses Notes indicated Resident #1 experienced the following behaviors:</p> <p>a. On 11/17/15 at 12:14 p.m. medications found in the Resident #1's private room by the housekeeping staff, the documenting nurse reported they appeared to be the Resident #1's evening medications.</p> <p>b. On 11/25/15 at 3:08 p.m. Tim in maintenance spoke to Resident #1 about leaving his/her water running all the time in the bathroom. Resident #1 became angry and agitated. According to staff Resident#1's bathroom faucet was running full blast and when the staff member turned the hot water off Resident #1 began yelling at the staff member to get out of his/her room and yelled obscenities as the staff.</p> <p>c. On 11/25/15 at 4:00 p.m. Resident #1 placed a phone call to emergency 911 and reported something about his/her water in Apartment 900. The Officer called the facility to inquire about the issue with the facility.</p> <p>d. On 11/27/15 at 10:17 a.m. Resident #1 placed a phone call to emergency 911, complaining of his/her room being cold and planned to sue the facility.</p> <p>e. On 11/28/15 at 9:33 a.m., Resident #1 began to throw his/her belongings around the room, slamming doors and cursing. Resident #1 stated he/she would sue the facility because the room was cold.</p> <p>f. On 11/28/15 at 11:26 a.m., Resident #1 again yelling in his/her room. Staff approached Resident #1 in his/her room and identified Resident #1 had no pants on and his/her shirt unbuttoned. Resident #1 calmed down and got dressed, preparing to go to lunch.</p> <p>g. On 11/28/15 at 1:10 p.m. the receptionist received a phone call from a local business reporting that Resident #1 was out front of the business and a passerby picked up Resident #1 and brought him/her to the business.</p> <p>h. On 11/28/15 at 2:15 p.m. the facility contacted Resident #1's attending physician and received orders to transport to the hospital for altered mental status with elopement and for a psychiatric evaluation and treatment if needed.</p>			

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	<p>i. On 11/28/15 at 2:25 p.m. Resident #1 transported to the hospital via ambulance.</p> <p>j. On 11/28/15 at 9:55 p.m. The hospital emergency room physician called the facility to discuss the elopement and details of the potential cause of the behaviors exhibited by Resident #1.</p> <p>During an interview with Staff A-Receptionist on 12/17/15 at 8:15 a.m. and 12/30/15 at 9:30 a.m., Staff A stated on 11/28/15 she was assigned as the front door receptionist. At approximately 12:45 p.m. Resident #1 walked to the front desk area and sat in a chair by the front door. Resident #1 informed Staff A that his/her daughter would be coming to pick Resident #1 up and take them to lunch. Resident #1 made several complaints about not having hot water in his/her room which Staff A reported as normal behavior for Resident #1. Staff A indicated at approximately 1:05 p.m. she went to a restroom about 10 feet from the front door and reported being in the bathroom about 2 minutes. Staff A returned to the reception desk and noted Resident #1 no longer sitting in the chair by the desk. Staff A stated she looked into an adjacent sitting area and failed to observe Resident #1. Staff A then went to a sun porch about 3 feet from the desk, looked out the glass window not seeing Resident #1. Staff A stated they returned to the reception desk assuming Resident #1's daughter picked up Resident #1 for lunch and did not check the sign out log. Staff A stated she failed to complete further investigation into Resident #1's whereabouts. Approximately 10 minutes later they received a phone call from a local business reporting that Resident #1 was at the business to visit his/her son. Staff A ran down the hall to tell the charge nurse. Staff A reported Resident #1 did not have a wander-guard bracelet on so it would not activate the front door alarm. Staff A stated on 11/28/15 the front door did not have an activated alarm system when the receptionist sat at the desk or left the desk for a brief time, now when the receptionist leaves</p>			

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	<p>the desk for any length of time or any reason the alarm is activated, placed into night mode.</p> <p>During an interview with Staff B-Administrator on 12/30/15 at 10:15 a.m., Staff B stated he completed the investigation regarding the elopement of Resident #1. Staff B spoke with the passerby that picked up Resident #1 during the course of the investigation, the passerby stated he observed Resident #1 outside a local business next door to the facility. The stranger stopped and asked if Resident #1 needed help, Resident #1 indicated he/she needed to go to a local business to see his/her son. The stranger assisted Resident #1 into his truck and drove Resident #1 to the requested destination approximately 1 mile from the facility. Upon arriving to the business the stranger entered the business asking for Resident #1's son. Resident #1's son came out of the business and an argument began. The stranger called the police because of the argument between Resident #1 and his/her son. Staff B reported Resident #1 refused to return to the facility until his/her granddaughter arrived and agreed to return with her. Staff B stated Staff A received a verbal re-education regarding the lack of follow thru when she discovered Resident #1 was no longer in the lobby area by the receptionist desk. Staff B stated Staff A failed to follow up on Resident #1's whereabouts and should have checked the sign out log and clarified with the nursing department to assure Resident #1 left with his/her family not to assume Resident #1 left with family.</p> <p>During an interview with Staff C-Director of Nursing on 12/30/15 at 8:30 a.m., Staff C stated Staff A should have checked further into Resident #1's whereabouts on 11/28/15 instead of assuming his/her daughter picked Resident #1 up for lunch.</p> <p>During an interview with Staff D-11/28/15 Charge Nurse on 12/15/15 at 3:50 p.m., Staff D stated she last</p>			

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	<p>observed Resident #1 in his/her room on 11/28/15 at 11:20 a.m. According to Staff D Resident #1's Son and Grandson visited for a brief time at the facility. Resident #1's son left as Resident #1 began yelling at them. Staff D entered Resident #1's room and observed Resident #1 sitting in the room in his/her underwear. Resident #1 received a room tray eating about half of the meal at approximately 1:00 p.m. Staff D stated she stepped outside for a quick break when Staff A approached her visibly upset. Staff A reported she just received a phone call from a local business that reported Resident #1 was at the business. Staff D immediately went to the local business and upon arriving found Resident #1 in a stranger's truck. Resident #1 told the stranger "Oh that's the nurse get them away from me". Staff D stated she could not redirect Resident #1 as he/she was upset. The stranger informed Staff D he picked up Resident#1 by the facility asking to go see his/her son. The local police department arrived to the scene but Resident #1 refused to return to the facility with them but did return with his/her granddaughter. Staff D stated the facility call Resident #1's physician and obtained an order to transfer to a local hospital for an evaluation related to the elopement.</p> <p>During an interview with Staff B-Administrator on 12/17/15 at 2:10 p.m., Staff B stated they have a new alarm policy in place post Resident #1 elopement on 11/28/15. Staff B stated prior to the elopement, when the receptionist is on duty and leave the front desk briefly the expectation was not to place the front door alarm into night mode. Prior to 11/28/15 when the front door alarm is not in night mode the front door would not sound when opened unless a resident with a Wander-guard bracelet is near. Resident #1 did not wear a Wander-guard bracelet, thus the front door alarm did not sound when Resident #1 opened the door and exited the building.</p>			

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	<p>During an interview with State of Iowa Climatologist on 12/30/15 at 9:44 a.m., the Climatologist indicated a temperature of 32 degrees with a wind chill of 26 degrees on 11/28/15 at 1:00 p.m. in Cedar Rapids.</p> <p>Review of the Release of Responsibility for Leave of Absences form revealed Resident #1 last left the building with his/her son on 9/14/15. Staff C stated this form is kept at each nurse's station and not at the receptionist desk.</p> <p>The facility reported 13 resident's exhibit wandering behaviors and utilize a Wander-guard Bracelet System. Review of the Minimum Data Set-Cognitive Scores revealed 12 of 13 residents had severe cognitive ability. Review of a list of Independent ambulating residents revealed the facility identified 16 residents walk about the facility independently, 10 of 16 did not utilize a Wander-guard Bracelet System.</p> <p>Review of an undated Elopement Management Program, page 1, described an elopement when a resident leaves the premises or a safe area with authorization. A Resident who leaves a safe area may be at risk of heat or cold exposure, dehydration, drowning, or being struck by a motor vehicle.</p> <p>Review of an undated Missing Resident Recommendation form, page 2, indicated it is the responsibility of any employee to report a resident attempting to leave the premises, or suspected of being missing to the charge nurse as soon as possible. The form indicted should an employee who discovers a resident missing from the facility he/she should determine if the resident is out of the facility on an authorized leave or pass.</p> <p>FACILITY RESPONSE:</p>			

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