

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

Citation Number: <b>#10707</b>		Date: January 9, 2025	
Facility Name: Pine Acres Rehabilitation and Care Center		Survey Dates: December 2, 2024 – December 19, 2024	
Facility Address/City/State/Zip 1501 Office Park Road West Des Moines, Iowa		CP	
Rule or Code Section	Nature of Violation	Class	Fine Amount
			Correction date

<p><b>58.20(1)</b></p> <p>+</p> <p><b>58.20(2)</b></p>	<p><b>481—58.20(135C) Duties of health service supervisor.</b> Every nursing facility shall have a health service supervisor who shall:</p> <p><b>58.20(1)</b> Direct the implementation of the physician's orders; (I, II)</p>	<p><b>CLASS I</b></p>	<p><b>\$8,250.00</b></p>	<p><b>UPON RECEIPT</b></p>
	<p><b>58.20(2)</b> Plan for and direct the nursing care, services, treatments, procedures, and other services in order that each resident's needs and choices, where practicable, are met; (II, III)</p> <p><b>DESCRIPTION:</b></p> <p>Based on clinical record review, policy review, and resident and staff interviews, the facility failed to ensure Resident#32 received diabetic shoes as ordered by the physician on 7/10/24 to maintain good foot health and to prevent complications for a resident with a known history of bilateral foot diabetic ulcers. The failure continued throughout July and an encounter note on 7/26/24 recorded the resident required diabetic shoes due to a history of type 2 diabetes mellitus with foot ulcer and neuropathy (nerve damage). the facility failed to follow up with a shoe vendor to ensure the shoes ordered. On 8/26/24 the resident expressed a desire for the diabetic shoes and on 8/30/24, the facility</p>	<p><b>CLASS II</b></p>	<p><b>HELD IN SUSPENSION</b></p>	

Facility Administrator

Date \_\_\_\_\_

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	<p>identified the resident had developed a foot ulcer. The survey team found concerns with 1 of 1 residents reviewed with a history of diabetic wounds (Resident #32). The facility reported a census of 61 residents.</p> <p>Findings include:</p> <p>The Quarterly Minimum Data Set (MDS) assessment tool, dated 8/11/24, listed diagnoses for Resident #32 which included diabetes, muscle weakness, and repeated falls. The MDS listed the resident's Brief Interview for Mental Status (BIMS) score as 15 out of 15, indicating intact cognition.</p> <p>Care Plan entries, dated 5/24/23, stated the resident was at risk for diabetic ulcers of the left and right feet and would have no complications related to the ulcer through the review date. The entries directed staff as follows;</p> <ul style="list-style-type: none"> <li>- ensure the application of appropriate protective devices to the affected areas.</li> <li>-inspect feet daily for open areas, sores, pressure areas, blisters, edema or redness.</li> <li>-monitor, document, and report as needed signs and symptoms of infection to any open areas to include; redness, pain, heat swelling or pus formation</li> </ul>			
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	<p>A 7/10/24 shoe vendor Diabetic Footwear Prescription Form listed the diagnoses of polyneuropathy (a disease that affected multiple nerves throughout the body, causing weakness, numbness, and pain) and a history of callus (a thickened area of skin that formed on the body as a result of repeated friction, pressure, or irritation) and listed the covered procedures as depth shoes and diabetic inserts. The top of the form stated the prescription must be accompanied by a signed statement of certifying physician.</p> <p>A 7/26/24 00:00 provider Encounter Note stated the resident had a history of Type 2 diabetes with foot ulcers and required diabetic shoes.</p> <p>Encounter Note dated 8/16/24 00:00 listed medication Sulfamethoxazole/Trimethoprim (antibiotic) DS (double strength) take twice daily for ten days, indicated use: left foot and heel infection.</p> <p>An 8/21/24 00:00 provider Encounter Note stated the resident requested diabetic shoes and (facility staff) placed the order.</p> <p>An 8/30/24 4:27 PM Nursing Note stated the resident had a wound to his left heel which measured 5 inches x 3 inches across the entire heel. The facility obtained</p>			
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	<p>a treatment order and an order for boots, including no shoe to left foot until healed.</p> <p>The facility lacked further documentation regarding the provision of the resident's diabetic shoes. The facility lacked documentation of communication or follow-up with the shoe vendor between 7/10/24 and 8/30/24 when the resident developed the heel wound.</p> <p>A 9/3/24 provider Encounter Note stated the resident had wounds to his left foot and the resident was not aware of how he sustained the wounds. A diabetic shoe order was completed on 7/26/24 and staff waited to hear back from the shoe vendor regarding the shoes.</p> <p>A 9/11/24 Skin/Wound note stated the wounds deteriorated and the resident had an order for an antibiotic, labs, and an x-ray.</p> <p>A 9/17/24 provider Encounter Note stated the left heel was not improving. The resident would likely need debridement (a procedure which involved removing dead or infected tissue from a wound).</p> <p>A 9/25/24 Nursing Note stated the resident underwent debridement.</p>			
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	<p>A 10/1/24 provider Encounter Note stated the resident's heel was not improving.</p> <p>A 10/7/24 Order Note stated facility staff informed the shoe vendor his diabetic shoe order was on hold due to his foot ulcer. The facility documentation lacked action of the facility to reach out, and follow up with getting the resident diabetic shoes, to help protect the residents' other foot.</p> <p>A 10/14/24 Nursing Note stated the resident's wound would not heal.</p> <p>10/15/24 Nursing Notes stated the resident's heel had redness around the wound with an odor. The notes documented a new treatment order and the resident received an order for vascular testing (a test to determine blood flow).</p> <p>A 10/24/24 Nursing Note stated the facility received a call from the foot clinic and the resident's wound worsened. The clinic wished to send the resident to a surgeon for evaluation.</p> <p>A 10/25/24 Nursing Note stated the resident admitted to the hospital.</p>			
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	<p>A hospital Progress Note, dated 10/31/24, stated the resident had an X-ray of the left foot on 10/24/24 which showed acute osteomyelitis (inflammation of the bone) and a wound culture which showed pseudomonas (a bacteria). The resident underwent a left foot amputation on 10/26/24.</p> <p>An 11/2/24 Nursing Note stated the resident had an above the ankle amputation on 10/31/24.</p> <p>An 11/13/24 provider Encounter Note stated the resident had a left foot amputation on 10/26/24 and a left below the knee amputation on 10/31/24.</p> <p>The facility policy "Wound Treatment Management", revised 11/2024, stated in order to promote wound healing the facility would provide evidence-based treatments in accordance with current standards of practice and physician orders.</p> <p>On 12/2/24 at 11:59 a.m., Resident #32 stated he had to have his leg amputated and he was upset about it. He stated he did not know how this happened.</p> <p>On 12/5/24 at 8:37 a.m., via phone Staff G shoe vendor Office Manager stated they requested additional paperwork from the facility in order to carry out the shoe order but they did not receive it.</p>			
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	<p>She stated she called the facility and informed them of this but they continued to send the same paperwork.</p> <p>On 12/5/24 at 8:55 a.m., via phone, Staff F Medical Doctor (MD) stated he could not say for certain if the shoes would have prevented the resident's ulcers but stated the shoes would help reduce ulcers. He stated if there was an order for diabetic shoes, he would want this carried out as soon as possible. He stated the facility would follow-up with the paperwork to make sure they obtained them.</p> <p>On 12/5/24 at 9:58 a.m., the Director of Nursing (DON) stated if they faxed an order for shoes, they would follow up within 24-48 hours and "absolutely" would follow up within 2 weeks. She stated staff should keep checking on this until it was resolved.</p> <p>On 12/5/24 at 2:59 p.m., the Administrator stated she had no additional documentation related to communication between the facility and the shoe vendor.</p>			
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<b>58.11(3)</b>	<p><b>481—58.11(135C) Personnel. 58.11(1) General qualifications</b>  <b>58.11(3)</b> Employee criminal record checks, child abuse checks and dependent adult abuse checks and employment of individuals who have committed a crime or have a founded abuse. The facility shall comply with the requirements found in Iowa Code section 135C.33 and rule 481—50.9(135C) related to completion of criminal record checks, child abuse checks, and dependent adult abuse checks and to employment of individuals who have committed a crime or have a founded abuse. (I, II, III)</p> <p><b>DESCRIPTION:</b></p> <p>Based on employee file review, staff interview, and policy review, the facility failed to complete a criminal record check and dependent adult/child abuse registry check prior to an employee's rehire date for 1 of 5 employee files reviewed. The facility reported a census of 61.</p> <p>Findings include:</p> <p>Employee record review of Staff E, Registered Nurse, showed a rehire date of 9/9/24. Staff E's updated Single Contact License and Background Check was initiated on 9/4/24 at 3:57 PM. The Criminal History</p>	<b>CLASS II</b>	<b>\$500.00</b>	<b>UPON RECEIPT</b>
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	<p>Background Check indicated further research required and to await Division of Criminal Investigation's (DCI) final response. Staff E's employee record did not show that any further follow-up completed prior to working with residents.</p> <p>The facility initiated another Single Contact License and Background Check on 11/11/24 at 3:57 PM. The background check process was completed on this date. However, Staff E had been working with residents from 9/9/24-11/11/24.</p> <p>During an interview on 12/5/24 at 10:45 AM, the Provisional Administrator acknowledged that the criminal and dependent adult/child abuse registry check was not completed prior to Staff E's re-hire date of 9/9/24. This oversight was identified during the facility's employee record audit the Administrator completed on 11/11/24.</p> <p>The facility policy titled "Background Investigations" revised 11/2024 stated "The Human Resource department will conduct all applicable background investigation(s) on each individual making application for employment with this company and on any current employee if such background investigation is appropriate for position for which the individual has applied."</p>			
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	<b>FACILITY RESPONSE:</b>			
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