

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

<b>Number</b> 6005					<b>Report date</b> February 16, 2023
<b>Facility name</b> Stratford Specialty Care		<b>Survey dates</b> 01/17/2023 - 02/07/2023			
<b>Facility address</b> 1200 Highway 175 East					
<b>City</b> Stratford		<b>JB</b>			
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date	
58.14(5)	<p><b>481—58.14(135C) Medical services.</b>  <b>58.14(5)</b> The person in charge shall immediately notify the physician of any accident, injury, or adverse change in the resident’s condition. (I, II, III)</p> <p><b>DESCRIPTION</b></p> <p>Based on clinical record review, facility policy review, provider guidelines, staff, and nurse practitioner interview the facility failed to notify the provider on a resident that had a decline in condition after a fall on 9/3/23, for which the resident started to present with changes in altered mental status, unstable vital signs, and vomiting. The resident passed away at the facility on 9/5/22. (Resident #1). In addition, the facility failed to notify a provider of a resident that contacted the Suicide Hotline and required 1-1 supervision (Resident #9). The facility identified a census of 37 residents.</p> <p>Findings Include:</p> <p>1. Resident #1’s Admission Minimum Data Set (MDS) assessment dated 8/25/22, included diagnoses of coronary artery disease, renal insufficiency, diabetes mellitus, non-Alzheimer’s dementia, depression, and a history of falling. The MDS identified a Brief Interview for Mental Status (BIMS) score of 9, indicating moderate decision-making abilities. The MDS documented the resident</p>	I	<p><b>\$5000</b></p> <p style="color: red;"><b>Held in Suspension</b></p>	<b>Upon Receipt</b>	

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	<p>with adequate hearing, vision and had the ability to be understood and understand others. The MDS indicated that Resident #1 required supervision with bed mobility, transfers and personal hygiene. In addition, Resident #1 required limited assistance with dressing and toilet use.</p> <p>The Care Plan Focus dated 8/15/22 listed transitional Care Planning. The Focus included an Intervention to transition home with goals met.</p> <p>The Care Plan Focus dated 8/15/22 identified Resident #1 as a risk for falls. The Focus included the following interventions:            *Encourage Resident #1 to use his call light for assistance.            *Resident #1 needs a safe environment without clutter.            *Monitor Resident #1 for unsteady gait.</p> <p>The Care Plan Focus dated 8/15/22 indicated that Resident #1 had a defibrillator related to atrial fibrillation. The Focus included an intervention to monitor, document, and report as needed any signs and symptoms of altered cardiac output or pacemaker malfunction, dizziness, syncope, difficulty breathing (dyspnea), pulse rate lower than programmed rate, lower than baseline blood pressure.</p>				

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	<p>The Care Plan Focus dated 8/15/22 listed that Resident #1 had an impaired cognitive function/dementia or impaired thought processes related to Lewy Body Dementia. The Focus Intervention that directed staff to monitor, document, and report as needed any changes in cognitive function, specifically changes in: decision making abilities, memory, recall and general awareness, difficulty expressing self, difficulty understanding others, level of consciousness, and mental status.</p> <p>Review of Progress notes documented on:</p> <p>*9/4/22 at 12:08 AM, Incident, Accident, Unusual Occurrence Note, indicated the nurse heard Resident #1 yell for help. The nurse observed him sitting on the floor with his left leg bent at the knee and lying on the floor. His right leg bent at the knee and his foot on the floor. Sitting on his right butt cheek. He was able to straighten his legs with no rotation noted, he denied pain. He helped get up by placing his feet flat on the floor. Two staff lifted him and sat him on the bed. The floor was wet with urine. His blankets were on the floor with him and half on the bed. He leaned on the pillow between him and the bed while resting his head on the pillow. He was barefoot, with his brief off and on the floor next to him. His urinal was on the other side of the bed on the table with urine in the urinal. He tells the nurse that he was trying to sit in the</p>				

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	<p>recliner. Blood pressure 114/74 (average range 90/60 to 120/80), temperature (temp) 98.8 degrees Fahrenheit (average temperature 98.6), Pulse 92 (average 80 to 100), Respirations 16 (average 12-20), pulse oximetry 93% (average 90 to 100%), blood sugar is 72 (average 80-130) which is low for this resident. The nurse gave him chocolate milk and pudding, then rechecked his blood sugar and remained at 72. Vital Signs, blood pressure 176/71 (elevated), temperature 98.7 degrees Fahrenheit, pulse 90, respirations 16 and 90% for pulse oximetry, he is very shaky but his speech is clear and he could feed himself. Continued with cheese, Graham crackers and grape juice. Temperature 98.4, blood pressure 154/72 (elevated), pulse 100, respirations 16, pulse oximetry 91% and Blood sugar is 122. The nurse added a note in the Doctor's book to update him on the fall and low blood sugar. The nurse planned to call the wife in the morning.</p> <p>*9/4/22 at 1:20 AM, Administration Note: Tylenol, Tablet 325 Milligrams (MG), give 2 tablets by mouth every 6 hours as needed for pain.</p> <p>*9/4/22 at 3:06 AM, Alert Note: BLOOD PRESSURE WARNING: Value: 164/77 (high of 150 exceeded), after a fall and has a fever.</p> <p>*9/4/22 at 3:09 AM, Alert Note: BLOOD PRESSURE WARNING: Value: 176/71 (systolic high of 150 exceeded), after a fall and a low blood sugar.</p>				

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	<p>*9/4/22 at 3:10 AM, Alert Note: pulse oxygenation (ox) 87.0, (Low of 89.0 exceeded), breathing through his mouth and a low blood sugar</p> <p>*9/4/22 at 3:14 AM, Alert Note: TEMPERATURE, WARNING: Value: 100.7, (High of 99.0 exceeded)</p> <p>*9/4/22 at 3:28 AM, Administration Note Text: Tylenol Tablet 325 MG Give 2 tablets by mouth every 6 hours as needed for pain as needed (PRN) Administration was ineffective Temp 100.2 from 100.8.</p> <p>*9/4/22 at 3:37 AM, Alert Note Text: BLOOD PRESSURE, WARNING: Value: 151/68, (Systolic High of 150 exceeded), after a fall and has a temperature.</p> <p>*9/4/22 at 3:38 AM, Alert Note Text: TEMPERATURE, WARNING: Value: 100.2, (High of 99.0 exceeded), after the Tylenol</p> <p>*9/4/22 at 9:19 AM, Administration Note: Tylenol Tablet 325 MG, give 2 tablets by mouth every 6 hours as needed for Pain, Temp 100.3 Tylenol repeated.</p> <p>*9/4/22 at 10:21 AM, Administration Note: Atorvastatin calcium Tablet, give 10 mg by mouth</p>				

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	<p>one time a day for lower cholesterol, held due to vomiting.</p> <p>*9/4/22 at 10:22 AM, Administration Note: Cholecalciferol Tablet 50 micrograms (MCG) (2000 UT) give 2 tablets by mouth one time a day for supplement, held due to vomiting.</p> <p>*9/4/22 at 1:27 PM, Alert Note: BLOOD PRESSURE WARNING: Value: 127/58, (Diastolic low of 60 exceeded).] No adverse effect noted.</p> <p>*9/4/22 at 1:30 PM, Alert Text: TEMPERATURE WARNING: Value: 99.4 (High of 99.0 exceeded). Noted resident currently ill.</p> <p>*9/4/22 at 2:48 PM, Focused Evaluation Text: Reason for Evaluation: Incident/Accident/Unusual Occurrence Follow-up Charting: Vitals Temp - 99.4, Route: Forehead (non-contact) Blood pressure (BP) - 107/65 - Position: Lying left/arm Pulse (P) - 61, Regular Respirations (R) - 16 Resident lying in bed with eyes closed. Skin pale warm to touch. Temperature (T)- 100.3 other Vital signs at 9:19 AM Resident status post falls this early AM, Tylenol given per PRN order. At 9:30 AM assisted the resident to the side of the bed for breakfast. Resident was awake and conversing normally. Took</p>				

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	<p>a few bites of breakfast and vomited undigested food. Denies abdominal pain, assisted resident to lie down abdomen soft with active bowel sounds x four quadrants. Tested for COVID as resident has clear nasal drainage and elevated temp but the test negative. Blood sugar 225 but insulin held due to emesis, Resident #1 not eating, and retaining food. At 10:30 AM Resident #1 retained his Tylenol and other meds. Temp down to 99.4. Blood sugar went up to 309 so insulin is given. Resident resting in bed. At 11:30 AM, Resident temp remains at 99.2 with no further nausea or vomiting. Cares given and assisted to the recliner by two staff for lunch. Resident sluggish at first but then fully awake and able to feed himself his lunch with staff supervision. Resident #1 able to take his fluids well.</p> <p>*9/4/22 at 3:26 PM, Focused Evaluation Note: Reason for Evaluation: Hot Charting (Not related to incident/accident/unusual occurrence). Vitals T 99.4 Route: Forehead (non-contact) BP 107/65 Position: Lying left/arm P 61 Regular R 16. Oxygen Saturation (O2) at 91.0% on room air Changes in Condition At 2:00 PM, Resident #1 rested quietly in bed. Retained all of his lunch and medications. Skin pink, warm, and dry. Resident #1 responds readily to stimuli.</p>				

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	<p>*9/4/22 at 8:34 PM Nurses Note: Hour of sleep (HS) pills given. Resident #1 appeared soaking wet. The nurse changed him, cared for him, and changed his sheets. Resident #1 wet again and the nurse changed him again. Blood Sugar 127 at the time.</p> <p>*9/4/22 at 10:35 PM, Nurses Text: Blood Sugar is 86 with a temperature of 100.8 at the time. Tylenol given. Resident #1 could talk with clear speech. Resident #1's skin felt warm and dry. Resident #1 did not shake at the time. At the time Resident #1 was incontinent of urine and the staff changed his bedding.</p> <p>*9/4/22 at 11:07 PM, Nurses Note: Resident states he feels fine. Skin is warm to touch, Tylenol given to him. Blood pressure 78/61 (below normal), temperature 100.9, pulse 98, respirations 18, pulse ox 87%. No use of accessory muscles to breathe. Denies shortness of breath. Respirations are even and unlabored. His oxygen does go up to the 90% when he breathes in through his nose and out his mouth. He is a mouth breather. He did not have a fever until 10:00 PM.</p> <p>*9/5/22 at 12:24 AM, Nurses Note: Note left in the doctor's book to update the two nights in a row he had low blood sugars and spiked a fever.</p> <p>*9/5/22 at 1:08 AM, Focused Evaluation Note: Reason for Evaluation: Hot Charting &amp;</p>				

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	<p>Incident/Accident/Unusual Occurrence Follow-up Charting Vitals Temperature 100.0 Route: Forehead (non-contact) BP 78/61 (low blood pressure) P 84 Type: Regular R 18 O2 89.0% Method: Room Air Changes in Condition Other, No injuries from his fall. Denies pain. The nurse received a report that Resident #1 had a fever, could not stand with help, or feed himself off and on through the day. He did sit up on the edge of the bed and ate a portion of his supper. Resident #1's blood sugar stayed good that day. That night his blood sugar dropped again and he needed help to eat, but he could eat and swallow. Resident #1 could talk with clear speech. Resident #1's temp spiked to 100.0 and the nurse gave him Tylenol. Resident #1 had 24 hours and two nights of his temp spiking and his O2 in the high 80's. Respirations are even and unlabored. Denies pain in his ribs and/or pain with breathing. He had a blood sugar of 122. Resident #1 was very incontinent throughout the day. Resident #1 required two assist at times with his care. The nurse put a note in the doctor's book to update on his temp and low O2 at HS although he breathes with his mouth. FYI related to his blood sugars dropping.</p> <p>*9/5/22 at 2:44 AM, Alert Note: Low of 89. oxygen saturation, bounces between 91% and 86%.</p>				

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	<p>Resident #1 breathes through his mouth. Respirations are even and unlabored. Resident #1 denied shortness of breath.</p> <p>*9/5/22 at 2:46 AM, Alert Note: TEMPERATURE WARNING: Value: 100.0, (High of 99.0 exceeded) LITTLE ELEVATED. blood sugar WAS LOW.</p> <p>*9/5/22 at 2:47 AM, Alert Note: TEMPERATURE WARNING: Value: 100.9, (High of 99.0 exceeded). Tylenol given.</p> <p>*9/5/22 at 2:49 AM, Alert Note: BLOOD PRESSURE WARNING: Value: 78/61, (systolic Low of 90 exceeded). Resident #1 also had a low blood sugar at the time.</p> <p>*9/5/22 at 2:49 AM, Alert Note: BLOOD PRESSURE WARNING: Value: 83/65, (systolic Low of 90 exceeded). Resident #1 laid most of the day, on his left side. He did sit up on the edge of the bed for supper without any dizziness or feelings of being light-headed.</p> <p>*9/5/22 at 12:54 PM, Administration Note: Obtain weight upon admission then for three weeks for a total of four weekly weights, every Monday day shift. Resident #1 refused to get out of bed that shift, the nurse documented that they would continue to attempt to get his weight.</p>				

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	<p>*9/5/22 at 3:08 PM, Focused Evaluation Note: Reason for Evaluation: Hot Charting &amp; Incident/Accident/Unusual Occurrence Follow-up Charting Vitals T 97.5 Route: Forehead (non-contact) BP 113/50 Position: Sitting right/arm Pulse 95 pulse Type: Regular R 16 O2 91 % Method: Room Air Resident post fall follow up with neuros. Resident #1 appeared restless that shift, with incontinence of bowel and bladder. The staff assisted Resident #1 to get changed and provided peri-cares. Resident #1 then rested in bed. The nurse noted a small pinpoint abrasion to the right forehead. Resident #1 denied pain or discomfort.</p> <p>*9/5/22 at 5:16 PM, Administration Note: when the nurse entered the room to administer medications resident noted without pulse, without respirations, and fixed pupils.</p> <p>During an interview on 1/26/23 at 3:02 PM, the regional corporate nurse confirmed and verified that the clinical record lacked any documentation of the provider being notified of Resident #1's change in condition. The Regional Nurse explained that it is the expectation of the nurses to notify a provider of mental status changes, vital sign changes, and to</p>				

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	<p>follow the guideline and policy and procedure for changes in condition.</p> <p>During an interview on 1/26/23 at 4:37 PM, Staff A, Registered Nurse (RN), explained that Staff B, Licensed Practical Nurse (LPN), told Staff A that Resident #1 had a fall on 9/3/22 around 11:30 PM. Staff B explained they started a neurological (neuro) flow sheet in the clinical record. Staff A continued with the neuro flow sheet per the facility policy. Staff A verified that Staff A failed to notify the provider of the changes in the resident's condition, for which included abnormal vital signs, vomiting, changes in blood pressures, and holding his medications. Staff A confirmed that they failed to notify the provider. Staff A stated it is expected that the nurses notify the provider of any changes in mental status and abnormal vital signs. Staff A acknowledged that the resident had a change in condition while doing neuros and was shocked when the resident had passed away. Staff A verified that they failed to notify the provider or call 911 to have the resident sent out after the change of condition.</p> <p>During an interview on 1/26/23 at 5:00 PM, Staff B, said that Resident #1 had an unwitnessed fall in his room and neuros were started according to the facility policy and procedure. Staff B said that Resident #1's vital signs started to become abnormal during the morning hours on 9/4/22.</p>				

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	<p>Staff B confirmed that they failed to notify the provider with the change in resident vital signs and his change in condition. Staff B explained that it is expected that nurses follow the facility policy and procedure for notifying a provider of a resident's change in condition.</p> <p>During an interview on 1/30/22 at 10:30 AM, the facility Administrator verified that the clinical record lacked documentation of the provider being notified of Resident #1's change in condition. The Administrator reported that she expected the nurses to inform the provider of any changes in a resident's condition and to follow the facility policy and procedures.</p> <p>During an interview on 1/30/23 at 1:40 PM, Staff C, Advanced Registered Nurse Practitioner (ARNP), stated that they did not know of Resident #1's change in condition. Staff C explained that at the nurses' station is a binder that has guidelines on when to notify the provider on an urgent and non-urgent notification. Staff C explained that it would be expected by the facility nurses to notify a provider of a change in resident condition. Staff C explained that the health clinic didn't have an opportunity to take care of the resident to assess or intervene as needed to see if there was something else going on that changed his mental status and his change in condition. Staff C explained that it was unfortunate that no one notified the provider to</p>				

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Facility Administrator

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	<p>transfer Resident #1 from the facility to determine the change in the resident or to do any interventions while the resident was still at the facility.</p> <p>Review of the undated Guidelines directed that            *ensure to call the correct Provider for the patient            *be prepared to take orders            This is meant to serve as a general guideline.            However, please do not hesitate to call if you have concerns for your patient.            CALL IMMEDIATELY FOR:            *any unstable patient            *falls with injury            *altered mental status            *unstable vital signs            *chest pain            *fever            *hypoxia            *shortness of breath            *syncope (fainting)</p> <p>2. Resident #9's Admission MDS assessment dated 11/11/22, included diagnoses of anemia, osteoporosis, multiple sclerosis, seizure disorder or epilepsy, malnutrition, anorexia nervosa, chronic pain syndrome and adult failure to thrive. The MDS identified a BIMS score of 15, indicating no impairment for decision making abilities. The MDS documented Resident #9 had adequate hearing, vision, with the ability to understand and be</p>				

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	<p>understood. The MDS indicated that Resident #9 required extensive assistance with bed mobility, dressing, toilet use, and personal hygiene. The MDS explained that over the last 2 weeks the resident had trouble falling or staying asleep, feeling tired, having little energy, no thoughts of being better off dead, hurting herself in some way, feeling down, depressed, or hopeless.</p> <p>The Care Plan Focus reviewed on 2/2/23 at 3:33 PM stated that Resident #9 has a behavior problem of manipulation.</p> <p>The Care Plan Focus reviewed on 2/2/23 at 3:33 PM indicated that Resident #9 felt down, depressed, or hopeless. The Interventions included:</p> <ul style="list-style-type: none"> <li>* One-on-one (1:1 (line of sight)) until cleared by doctor or ARNP for safety concerns.</li> <li>* 1:1 visit with Resident #9.</li> <li>* Activities to visit with me and provide brief opportunities for me to share in common activities.</li> <li>* Allow me to verbalize my feelings and listen in a non-judgmental manner.</li> <li>* Psychiatric talk therapy evaluated for new on-set signs or symptoms of depression.</li> <li>* Monitor Resident #9 for suicidal ideations.</li> <li>* Observe Resident #9 for changes in her mood status.</li> <li>* Refer Resident #9 to a psychological counseling/mental health specialist. Activities staff to visit with her and provide diversional activities.</li> </ul>				

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

<b>Number</b> 6005					<b>Report date</b> February 16, 2023
<b>Facility name</b> Stratford Specialty Care		<b>Survey dates</b> 01/17/2023 - 02/07/2023			
<b>Facility address</b> 1200 Highway 175 East					
<b>City</b> Stratford		<b>JB</b>			
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	<ul style="list-style-type: none"> <li>* Administer medications as ordered. Monitor for and document any side effects and effectiveness.</li> <li>* Anticipate and meet Resident #9's needs.</li> <li>* Assist Resident #9 with a selection of appropriate coping mechanisms.</li> <li>* Do not argue with her.</li> <li>* Explain all procedures to Resident #9 before starting and allow her a couple minutes to adjust to changes.</li> <li>* Resident #9 has a history of telling one staff member something and then telling another staff member something different or denying her original comments.</li> <li>* Resident #9 has started calling the "All-purpose Talk line." Resident #9 tells different staff different stories as to what she is doing, who she is calling, and why she called.</li> </ul> <p>Review of Progress notes documented on:</p> <ul style="list-style-type: none"> <li>*1/30/23 at 5:22 AM, Focused Evaluation Note Text: Reason for Evaluation: Hot Charting (Not related to incident/accident/unusual occurrence). Vitals T 97.3 Route: Forehead (non-contact) BP 122/75 P 72 Pulse Type: Regular R 18 O2 96.0 % Method: Room Air Behaviors Other (specify) Monitoring for issues with eating solids. Resident #9 needs much</li> </ul>				

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	<p>encouragement to get up in her wheelchair or chair for supper. The staff offered it multiple times. After the start of supper getting served Resident #9 wanted to get up after multiple refusals or simply not answering staff when asked. Resident #9 had no issues with eating or drinking. The staff reported that night they overheard a resident on the phone talking to someone. Later Resident #9 told another staff she used the phone to call the suicide hotline. The nurse spoke with Resident #9 regarding the phone call. Resident #9 reported that she called them twice that day. She reported that she felt like she is too fat, that everyone hates her, that she makes everyone upset all the time, and that she didn't want to be here. Resident #9 reported no plan in action to harm herself and that she had no thoughts of self-harm. While speaking with the nurse, Resident #9 appeared tearful at times then fine. Would frequently look at the nurse and not answer for a minute, then she would repeat herself. Resident #9 could not stay on the current subject she was talking about without changing the subject and asking "can you do this, I need this."</p> <p>On 1/30/23 at 5:04 PM, Focused Evaluation Note Text: Reason for Evaluation: Incident/Accident/Unusual Occurrence Follow-up Charting, Vitals T 97.3 Route: Forehead (non-contact) BP 122/75</p>				

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	<p>P 72 Pulse Type: Regular R 18 O2 96.0 % Method: Room Air Resident #9 appeared very argumentative and cross that day. She argued about her shower, the food, what was brought, not brought, who would bring her shot, her medications, her water, her milk, on and on. She refused to come to the dining room for meals and refused a shower as she didn't want to be wet. Resident #9 just wanted to call the facility over and over again and have the staff come to her room to assist her frequently. She doesn't like the noise her roommate makes. Asks that she be medicated. She has made no comments as to suicide or feeling down/depressed, even when asked. The nurse would continue to monitor.</p> <p>On 1/31/23 at 1:53 AM, Focused Evaluation Note Text: Reason for Evaluation: Hot Charting (Not related to incident/accident/unusual occurrence). Vitals T 97.3 Route: Forehead (non-contact) BP 122/75 P 72 Pulse Type: Regular R 18 O2 96.0% Method: Room Air No choking noted this evening, Resident #9 went out to the dining room for the supper meal. No observed coughing, on auscultation (listening) Resident #9's lungs sounded clear. Resident #9 appeared to seek attention per her baseline. The</p>				

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	<p>staff did not report that Resident #9 called the suicide hotline.</p> <p>On 1/31/23 at 10:08 AM, Note Text: call placed to physician's office to get Psychological services ordered, the provider was out of office, so the nurse asked to speak to another provider nurse that resident has seen. The office reported that they didn't have anyone available and voiced it was alright to go through the facility's Medical Director. The staff reported that Resident #9 has called the suicide hotline. The nurse went to talk to Resident #9 regarding the report to check on her to see if she still had thoughts of hurting herself. Resident #9 denied ever calling the line or having those thoughts. The nurse reached out for orders on talk therapy and will have the Psychiatrist see her.</p> <p>On 1/31/23 at 1:16 PM, Focused Evaluation Note Text: Reason for Evaluation: Hot Charting (Not related to incident/accident/unusual occurrence). Vitals T 97.3 Route: Forehead (non-contact) BP 122/75 P 72 Pulse Type: Regular R 18 O2 96.0 % Method: Room Air Behaviors: Residents declined to eat breakfast today. Did come to the doctor's for lunch but immediately afterward wanted to go back to her room after eating only bites. She began crying out</p>				

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	<p>for help and acting out. The doctor's staff attempted to calm and redirect her, but in the end, it was better to appease her and allow her to return to her room. She was changed and happy. Resident #9 is very manipulative and requires more of the staff's time than is necessary. Resident #9 can be argumentative at times, she denied suicidal ideation, or thoughts, and she does not have a plan or want to hurt herself. The nurse would continue to monitor.</p> <p>On 1/31/23 at 1:13 PM, Resident #9 continued to call the suicide hot line, while denying that she did. The staff could hear her on the call with the person's responses to her.</p> <p>During an interview on 1/30/22 at 5:22 PM, Staff D, LPN, stated that they overheard a conversation between staff that Resident #9 was on the telephone with the suicide hotline. Staff D explained that they went into Resident #9 room and proceeded to ask the resident if they were going to harm themselves or if she had a plan to harm herself, but she reported "no." Staff D verified that they failed to notify the provider of the phone conversation and that is it the expectation of the nurses to notify the provider of resident change in status.</p> <p>During an interview on 1/31/22 at 4:30 PM, the facility's Regional Corporate Nurse Consultant</p>				

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	<p>confirmed that the clinical record lacked documentation of notification to the provider of Resident #9's phone call to the suicide hotline. The Regional Corporate Nurse Consultant explained that she expected the nurses to notify the provider of changes in a resident condition according to the facility's policy and procedure.</p> <p>During an interview on 1/31/23 at 4:30 PM, the Administrator confirmed that the clinical record lacked documentation that the provider got notified of Resident #9's phone call with the suicide hotline. The Administrator reported that she expected the nurses to notify the provider of changes in a resident's condition according to the facility's policy and procedure.</p> <p>During an interview on 1/31/23 at 5:15 PM, Staff E, LPN, stated that the provider did not get notified of Resident #9's calling the suicide hot line. Staff E reported that it is expected that the nurses follow the facility policy and procedure for notifying the provider of a change of condition with a resident.</p> <p>During an interview on 2/1/23 at 12:00 PM, Staff F, certified nursing assistant (CNA), overheard the lady on the other end of the phone telling Resident #9, that if she continued to have suicidal thoughts to call them back.</p>				

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	<p>During an interview on 2/1/23 at 2:28 PM, Staff G, RN, said that she checked the call logs and there is not a phone call from the facility to inform the provider that Resident #9 called the suicide hotline. Staff G said that it is the expectation for the nurses to notify the provider on call or at the office of the phone conversation.</p> <p>During an interview on 2/2/23 at 2:15 PM, Staff H, RN, said that Staff F, notified them that they heard the tail end of a phone conversation between Resident #9 and someone else for which the person on the other end of the phone told Resident #9 that if she continued to have suicidal thoughts to call back. Staff H confirmed that they failed to notify the provider of the phone conversation and that it is expected to notify the provider of a change in resident condition.</p> <p>Review of the facility policy for Change in Residents Condition or Status dated March 2021, explained that the facility promptly notifies the resident, his or her attending physician, and the resident's representative of changes in the resident's medical/mental condition and/or statute (changes in level of care).</p> <p>1. The nurse will notify the resident's attending physician or physician on call when there has been a</p> <ul style="list-style-type: none"> <li>*accident or incident involving the resident</li> <li>*discovery of injuries of unknown source</li> </ul>				

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	<p>*significant change in the resident’s physical/emotional/mental conditions</p> <p>*specific instruction to notify the physician of changes in the resident's condition.</p> <p>2. A "significant change" of condition is a major decline or improvement in the resident’s status that:</p> <p>*will not normally resolve itself without intervention by staff or by implementing standard disease-relate clinical interventions</p> <p>*impacts more than one area of the resident’s health status.</p>				

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\_\_\_\_\_  
Facility Administrator

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Date

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	<b>FACILITY RESPONSE</b>				

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