

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

Citation Number: #5683		Date: April 14, 2022 Amended February 27, 2023		
Facility Name: Heritage Care and Rehabilitation Center		Survey Dates: March 21- April 4, 2022		
Facility Address/City/State/Zip 501 South Kentucky Avenue Mason City, IA 50401		MW/DC		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.19(2)b	<p>481—58.19(135C) Required nursing services for residents. The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:</p> <p>58.19(2) Medication and treatment.</p> <p><i>b.</i> Provision of the appropriate care and treatment of wounds, including pressure sores, to promote healing, prevent infection, and prevent new sores from developing; (I, II)</p> <p>DESCRIPTION:</p> <p>Based on record review, staff interviews, and observations, the facility failed to ensure skin care to prevent the development and worsening condition of pressure ulcers, and the facility failed to ensure timely notification of family members regarding the skin condition for 1 of 2 residents (Resident #3) in the sample reviewed for pressure ulcers. The facility reported a census of 55 residents at the time of the survey.</p> <p>Findings include:</p> <p>The Significant Change Minimum Data Set (MDS) dated 12/8/21, indicated on 12/2/21, Resident # 3</p>	I	\$8750.00 (Held in Suspension)	UPON RECEIPT
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Facility Administrator

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	<p>re-entered the facility from an acute hospital. The MDS listed Resident #3's diagnoses including diabetes mellitus (DM) and cerebrovascular accident (CVA). The MDS identified only 1 unhealed pressure wound.</p> <p>The facility's document titled, Non-pressure Skin Condition Record showed Resident #3's weekly skin assessment (skin record), which revealed 3 wounds that were first observed on 12/6/21 or 4 days after re-entry to the facility. The skin record indicated 2 scabbed areas identified on the 2nd toe of the right foot, and 1 scabbed area on the 2nd toe of the left foot. The skin record showed more than a month-long period of worsening condition for the 3 wounds, without evidence of treatment orders, and the only weekly intervention noted was open to air. The assessments documented, as follows:</p> <p>1. On 12/6/21;</p> <p>a) 2nd toe of right foot - there were 2 scabs identified and measured as 0.2 centimeters (cm) X 0.2 cm (1st scab), and 0.3 cm X 0.3 cm (2nd scab). The skin record indicated on 12/6/21, the Doctor was notified regarding the 2 scabs. The record did not indicate the family was notified.</p> <p>b) 2nd toe of left foot - there was 1 scab identified that measured 0.7 cm X 1 cm.</p>			
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	<p>2. On 12/14/21; a) 2nd toe right foot - the 2 scabs remained to have same measurements of 0.2 centimeters (cm) X 0.2 cm (1st scab), and 0.3 cm X 0.3 cm (2nd scab). b) 2nd toe left foot - the scab wound measured 0.5 cm X 0.1 cm, and noted to have improved.</p> <p>3. On 12/21/21; a) 2nd toe right foot - the 1st scab with measurement of 0.2 cm X 0.2 cm, thin scab, did not change; but the 2nd scab measured 0.5 cm X 0.5 cm, thick scab, and noted to have deteriorated. b) 2nd toe left foot - the scab became longer with measurement at 0.5 cm X 0.5 cm, and noted to have deteriorated.</p> <p>4. On 12/28/21; a) 2nd toe right foot - the 1st scab measured 0.3 cm X 0.3 cm that showed a deteriorated scab and the 2nd scab remained at 0.5 cm X 0.5 cm, and thick scab. b) 2nd toe left foot - the scab remained same.</p> <p>5. On 1/4/22; 1) 2nd toe right foot - the 1st scab did not change with measurement at 0.3 cm X 0.3 cm; and the</p>			
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	<p>2nd scab also remained at 0.5 cm X 0.5 cm, thick scab.</p> <p>2) 2nd toe left foot - the scab remained the same.</p> <p>6. On 1/13/22</p> <p>a) 2nd toe right foot - the 1st scab deteriorated at 1.5 cm X 0.8 cm and the 2nd scab at 0.5 cm X 0.5 cm, noted as deteriorated. The record showed a note about fax to physician to secure treatment orders.</p> <p>b) 2nd toe left foot - the scab thickened with the same measurements.</p> <p>The facility's document titled, Pressure Ulcer Risk Assessment and Documentation was initiated on 1/21/22 for Resident #3's wound on 2nd toe of right foot, and another document titled, Non-pressure Skin Condition Record was initiated for the scab on the 2nd toe of left foot, indicating the scab was first observed on 1/20/21, even though, Resident #3 had the wound prior to hospitalization, and reported to facility by the hospital nurse (Progress Notes report dated 1/21/22) during re-admission to the facility.</p> <p>The Progress Notes dated 12/6/21 (wounds first identified) through 3/22/22, lacked other entries pertaining to monitoring Resident #3's skin condition, aside from the following:</p>			
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	<p>1. On 1/13/2022, Physician notification regarding Resident #3's skin problem noted, Resident with multiple scabs from rolling out of bed several times after hospital return, 12/2/21. Noted 2nd toe to right foot: entire toe is red and warm to touch with 2 scabs first scab towards tip of toe measures 0.5 cm x 0.5 cm with no drainage second scab 1.5 cm x 0.8 cm with edges of scab lifting, this area is larger today. The note documented Physician's Treatment Orders, as follows: 1) soak the right foot in warm soapy water 15 minutes QID. 2) If there is any moist surface with the scab lifting, swab for C & S. 3) Clindamycin 150 mg 1 cap PO QID for 7 days. It was also noted on this date, Resident #3's family was then notified regarding Resident #3's right toe condition and the treatment orders. There lacked indication that family was notified regarding the scab on the 2nd toe of left foot.</p> <p>2. On 1/15/22, Resident #3's 2nd toe on right foot had 1 small superficial open area and with trace edema.</p> <p>3. On 1/16/22, Resident #3's 2nd toe on right foot was assessed and noted to have necrotic look, and top of foot continued to have purplish red color to it. The on-call physician ordered Resident</p>			
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	<p># 3 be sent to Emergency Room for evaluation of the foot and toe. Resident #3 was then admitted to the hospital for treatment of necrotic toe, gangrene, osteomyelitis, and cellulitis.</p> <p>4. On 1/21/22, Resident #3 returned to facility with treatment orders to wounds including oral antibiotics for 10 days, and betadine to right foot and to scab on left foot daily.</p> <p>5. On 2/4/22, Resident #3 was seen at the Orthopedics clinic for evaluation of right 2nd toe osteomyelitis. The Physician's Orders directed staff to continue painting the right 2nd toe with betadine as needed, monitor for signs of infection and follow up in 2 weeks.</p> <p>6. On 2/18/22, Resident #3 went for a follow-up visit with physician at Orthopedics clinic in relation to right 2nd toe osteomyelitis. The Physician ordered to continue betadine paint on the right 2nd toe daily, and for staff to monitor signs of any new and worsening signs of infection, and to follow up with Physician in 2 weeks. There lacked evidence to show this follow-up was completed.</p> <p>Resident #3's Care Plan showed risk for impairment of skin integrity related to impaired</p>			
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	<p>cognition, history of CVA and confusion, right sided-focal defect, and incontinence. The Care Plan goal noted, Resident #3 will be free of open areas. The Care Plan did not identify Resident #3's actual skin problems present (since 12/6/21) on the 2nd toes of both feet, and the Care Plan did not identify specific interventions to address the skin problems.</p> <p>The Medication Administration Record (MAR) dated 3/22, showed a treatment order started on 1/22/22 for the application of Betadine to R [right] dorsal 2nd toe and scab to L [left] dorsal 2nd toe area and allow to dry daily.</p> <p>During observation on 3/23/22 at 1:44 PM, Staff C, Licensed Practical Nurse (LPN) completed the treatments to the wounds on the right 2nd toe and on the left 2nd toe. Staff C verified treatment orders for Resident #3's two toes. Staff C reported the wounds have not improved since she took over doing the skin assessments and treatments within the last 3 weeks. When asked about any plans for skin issues that do not show improvements such as Resident #3's, Staff C replied that she did not know.</p> <p>On 3/23/22 at 4:29 PM, the Administrator verified skin records documentation that Resident # 3's</p>			
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	<p>pressure wounds were first identified on 12/6/21, as documented, continuously deteriorating, and without revisions of the open to air intervention.</p> <p>On 3/24/22 at 3:03 PM, the Director of Nursing (DON) also verified Resident #3's skin problems were first identified on 12/6/21 and have been worsening, as documented, without appropriate interventions. The DON also verified Physician notification about Resident #3's skin condition and treatment orders secured after more than a month or on 1/13/22, and eventual hospital admission for necrosis, osteomyelitis, and gangrene on 2nd toe of the right foot on 1/16/22. The DON acknowledged importance of monitoring skin conditions, developing and implementing action plans to manage the skin problems. The DON stated expectations for staff to have monitored the wounds and notification to the doctor about non-improvement should have been sooner or referral made for ET [enterostomal therapy] management/wound management.</p> <p>On 3/29/22 at 12:05 PM, the DON and Assistant Director of Nursing (ADON) stated expectations for staff to monitor skin problems and update the Physician regarding the healing process at a minimum of 2 weeks according to policy. The</p>			
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	<p>DON and ADON stated if ET is involved, staff are to follow ET orders unless the primary Physician orders otherwise. They verified that ET involvement regarding Resident #3's necrotic 2nd toe on right foot "just happened" and were not sure whether Resident #3's non-improving scab on 2nd toe left foot was being evaluated.</p> <p>On 3/29/22 at 1:49 PM, Staff C stated the ET Nurse/wound nurse was at the facility to evaluate Resident #3's 2nd toe of the right foot but not including the unhealed scab on the 2nd toe of left foot.</p> <p>The facility's policy titled, Pressure Ulcer Risk Assessment and Documentation, with revision date of 1/11, provided directions for staff to do the following: assess pressure ulcer as soon as discovered and document in the interdisciplinary notes; notify resident and/or responsible party, physician, and DON and document notification in the interdisciplinary notes; obtain treatment orders from the physician; notify dietary manager to initiate dietary interventions; update the care plan to reflect new interventions to aid in the healing process; update the physician on healing progress a minimum of every 2 weeks; notify the physician if the condition of the wound deteriorates and re-evaluate the treatment plan</p>			
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	<p>accordingly; the list of pressure ulcers to be maintained and reviewed by the DON, Dietary Manager, Consultant Dietitian, and Administrator, and will be reviewed at the monthly quality assurance meetings.</p> <p>The facility's policy titled, Non-pressure Skin Condition Assessment and Documentation, with revision date of 7/12, directed staff to do the following: assess non-pressure impaired skin condition as soon as discovered; notify the attending physician and obtain treatment orders; review the physician's orders with the resident and/or legally responsible party and document notifications in the ID (interdisciplinary notes); initiate treatment; update the care plan and interventions as risk factors change; and notify the physician for impaired skin conditions that show lack of healing.</p> <p>FACILITY RESPONSE:</p>			
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