

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

<b>Citation Number:</b> #5522				
		<b>Date:</b> January 12, 2022		
<b>Facility Name:</b> Silver Oak Nursing & Rehabilitation		<b>Survey Dates:</b> December 6 – December 28, 2022		
<b>Facility Address/City/State/Zip:</b> 455 31 <sup>st</sup> Street Marion, IA 52302		TAG, VW		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

<b>58.19(2)b</b>	<p><b>481—58.19(135C) Required nursing services for residents.</b> 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><b>58.19(2) Medication and treatment.</b>  <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><b>DESCRIPTION:</b></p> <p>Based on observation, record review and staff interview, the facility failed to initiate a Nursing Care Plan to address a resident's pressure ulcer, implement an order to treat a pressure ulcer until 7 days after identified and failed to prevent two facility acquired pressure ulcers to develop for one of one residents reviewed in the standard sample (Resident #200). The facility reported a census of 52 residents.</p>	CLASS I	\$5,500 (COLLECT)	UPON RECEIPT
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Facility Administrator

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	<p>Findings Include:</p> <p>1. Resident #200's Minimum Data Set Assessment dated 11/30/21 identified the resident as cognitively impaired with a Brief Interview for Mental Status score of 99, and with the following diagnoses: atrial fibrillation (abnormal heart rhythm), renal insufficiency, urinary tract infection and diabetes mellitus. The MDS also identified the resident required extensive staff assistance with most activities of daily living, had an indwelling catheter and two stage 2 pressure ulcers present upon admission.</p> <p>A review of the Admission Record revealed the resident admitted to the facility on 11/24/21.</p> <p>A review of the Care Plan provided revealed the Problem: I have a Stage 3 pressure ulcer to right buttock and left buttock (date initiated 12/10/21). Interventions Included:</p> <ol style="list-style-type: none"> <li>a. Assess/record/monitor wound healing weekly.</li> <li>b. Measure length, width and depth where possible.</li> <li>c. Assess and document status of wound perimeter, wound bed and healing progress.</li> <li>d. Report improvements and declines to the physician.</li> </ol> <p>During an observation of wound care on 12/9/21 at 9:24 AM, Staff G, Licensed Practical Nurse (LPN)</p>			
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	<p>verified the resident now has 3 pressure ulcers and initially admitted with just one. The wound beds and surrounding skin edges noted without signs of infection.</p> <p>In an interview on 12/8/21 at 7:00 AM, the Social Worker (SW) reported a Facsimile (Fax) report on the resident sent out to her physician on 11/30/21 to request orders to treat her pressure ulcers. On 12/8/21, the SW reviewed the new orders and saw a doctor's order dated 12/1/21 not entered into the Electronic Medical Record (EMR) yet. The SW showed the doctor's order to Staff P, Registered Nurse (RN), who later entered the order into the EMR..</p> <p>A review of the Fax from the physician dated 12/1/21 revealed an order for Silvadene to areas, cover with ABD (abdominal pad), and change daily as needed until healed.</p> <p>A review of the December 2021 Treatment Administration Record (TAR) on 12/8/21 at 1:30 PM, revealed the above order not entered into the TAR. A review of the paper record for Resident #200 revealed an order for Silver Sulfadiazine cream 1% apply to bilateral buttocks topically every shift for open areas, cleanse areas then apply Silvadene, cover with gauze or ABD and place brief to hold in place. The first</p>			
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	<p>treatment noted not signed out as completed until 12/7/21.</p> <p>A review of the Nurse's Notes revealed the following entries:</p> <p>a. On 11/24/21 at 7:12 PM revealed the following assessment of a pressure ulcer: Location: coccyx. Length: 10 centimeters (cm), Width: 11.5 cm, and Depth: 0.1 cm. The entry did not identify which side the pressure ulcer located.</p> <p>b. On 11/30/2021 1:46 PM: Stage III pressure ulcer to the right buttock: Length: 8 cm, Width: 5 cm, and Depth: 0.1 cm. Stage III pressure ulcer to the left buttock: Length: 8 cm, Width: 2.5 cm, and Depth: 0.1 cm. Wound assessments documented as completed weekly.</p> <p>c. The last assessment completed 12/21/21 at 11:21 AM: Stage III pressure ulcer to the right buttocks: Length: 4.2 cm, Width: 3 cm, and Depth: 0.2 cm. Stage III pressure ulcer to left buttock: Length: 4 cm, Width: 2.5 cm, and Depth none documented. The documentation did not include an assessment of the third pressure ulcer.</p>			
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	<p>In an interview on 12/16/21 at 8:47 AM, Staff P, RN reported the following:</p> <ul style="list-style-type: none"> <li>a. When residents have new orders written, the nurse who received the order is responsible for transcribing the order to the Medication Treatment Record MAR or TAR.</li> <li>b. The order should then be reviewed by two nurses, and then the order is placed in the Director of Nursing (DON) box.</li> <li>c. Orders should be should be noted within the shift the order had been received or the next shift.</li> <li>d. Any of the nurses are responsible for follow-up on new orders written.</li> <li>e. When the order for the Silvadene had been received on 12/1/21, evidently it did not get noted, therefore did not get transcribed to the TAR.</li> <li>f. When this resident admitted to the facility, she had only one pressure ulcer, she now has one on each gluteal area.</li> </ul> <p>In an interview on 12/16/21 at 9:39 AM, the Facility Medical Director reported he would expect Physician Orders to be processed and entered on to the MARs/TARs within twenty four hours or less, especially if it is something stocked in the emergency kit.</p>			
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	<p>A review of the facility policy with the implementation date and last revision date of 12/13/21 and titled: Pressure Injury Prevention and Management documented the following: INTERVENTIONS FOR PREVENTION AND TO PROMOTE HEALING:</p> <ol style="list-style-type: none"> <li>a. After completing a thorough assessment/evaluation, the Interdisciplinary Team shall develop a relevant Care Plan that includes measurable goals for prevention and management of pressure injuries with appropriate interventions.</li> <li>b. Interventions will be based on specific factors identified in the risk assessment, skin assessment, and any pressure injury assessment (e.g., moisture management, impaired mobility, nutritional deficit, staging, wound characteristics).</li> <li>c. Evidence-based interventions for prevention will be implemented for all residents who are assessed at risk or who have a pressure injury present.</li> <li>d. Basic or routine care interventions could include, but are not limited to:             <ol style="list-style-type: none"> <li>1. Redistribute pressure (such as repositioning, protecting and/or offloading heels, etc),</li> <li>2. Minimize exposure to moisture and keep skin clean, especially of fecal contamination.</li> <li>3. Provide appropriate, pressure-redistributing, support surfaces.</li> <li>4. Maintain or improve nutrition and hydration</li> </ol> </li> </ol>			
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	<p>status, where feasible.</p> <p>e. Evidence-based treatments in accordance with current standards of practice will be provided for all residents who have a pressure injury present.</p> <p>f. Pressure injuries will be differentiated from no-pressure injuries, such as arterial, venous, diabetic, moisture or incontinence related skin damage.</p> <p>g. Treatment decisions will be based on the characteristics of the wound, including the stage, size, amount of exudate, and presence of pain, infection, or non-viable tissue.</p> <p>MONITORING</p> <p>a. The RN Unit Manager or designee, will review all relevant documentation regarding skin assessments, pressure injury risks, progression towards healing and compliance at least weekly, and document a summary of findings in the medical record.</p> <p>b. The attending Physician will be notified of the presence of a new pressure injury upon identification.</p>			
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<b>58.28(3)e</b>	<p><b>58.28(3) Resident safety.</b> e. Each resident shall receive adequate supervision to protect against hazards from self, others, or elements in the environment. (I, II, III)</p> <p><b>DESCRIPTION:</b></p> <p>Based on observation, record review and staff interview, the facility failed to ensure the safe and proper storage of portable oxygen tanks, failed to document complete assessments after unwitnessed falls for two of nine residents reviewed with falls (Resident #2, #39), failed to provide a safe transfer for a resident identified with a hip fracture for one of nine residents reviewed with falls (Resident #12), failed to report a fall with major injury to the Department of Inspections and Appeals (Resident #22), failed to document possible causes and implement timely interventions for one resident with multiple falls, with one resulting in multiple fractures (Resident #50). The facility reported a census of 52 residents.</p> <p>Findings Include:</p> <p>1. Resident #2's Minimum Data Set (MDS) Assessment</p>	<b>CLASS I</b>	<b>\$7,000 (COLLECT)</b>	<b>UPON RECEIPT</b>
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	<p>dated 10/29/21 identified the resident as cognitively impaired with a Brief Interview for Mental Status of 11, and with the following diagnoses: diabetes mellitus, Non-Alzheimer's Dementia and depression. The MDS also identified the resident required limited staff assistance with most activities of daily living and had two falls with no injury and one fall with minor injury.</p> <p>A review of the Care Plan identified the resident with the problem of being at risk for falls with the following interventions documented with dates of implementation in parenthesis:</p> <ul style="list-style-type: none"> <li>a. Resident educated to use call light (10/1/19).</li> <li>b. Anticipate and meet the resident's needs (7/31/19).</li> <li>c. Be sure the resident's call light is within reach and encourage the resident to use it for assistance as needed. The resident needs prompt response to requests for assistance. (7/31/19).</li> <li>d. Door to room to remain open when in room (2/23/20).</li> <li>e. Dycem in recliner (2/26/20).</li> <li>f. Have commonly used articles within easy reach water, call light, remote control for TV, telephone (7/31/19).</li> <li>g. I have a motion night light outside my bathroom to help me find my way due to my fall on (10/10/21).</li> <li>h. I have a sign on my walker to remind me to use it at</li> </ul>			
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	<p>all times related to (r/t) my fall on 9/6. (9/7/21).  i. Resident re-educated to use call light and wait for assistance (2/23/20).  j. Staff educated not to leave the resident unattended in her wheelchair in her room related to fall on 9/7 (9/8/21).</p> <p>An observation on 12/6/21 at 11:26 AM, revealed the resident in a wheelchair with both feet on foot pedals, wearing gripper socks, properly positioned and appears comfortable. Further observations of the resident during the survey revealed the resident with no falls during the hours surveyors were in the facility.</p> <p>A review of the Incident Reports received revealed the resident fell on the following dates:  a. Seven times on 9/6/21.  b. Three times on 10/11/21.  c. Six times on 11/11/21.</p> <p>The resident's record failed to have documentation of neuro checks completed as per the facility policy for all the unwitnessed falls or a Root Cause Analysis (RCA) completed to determine the causes of the frequent falls.</p> <p>2. Resident #12's Minimum Data Set dated 9/2/21</p>			
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	<p>identified the resident as cognitively impaired with a BIMS of 8, and with the following diagnose: cancer, Alzheimer's Disease and Non-Alzheimer's Dementia. The resident required limited staff assistance with all Activities of Daily Living (ADL's) and had one fall with no injury.</p> <p>A review of the Care Plan identified the resident with the problem of being at risk for falls (goal target date 6/22/21) with the following interventions documented with dates of implementation in parenthesis:</p> <ul style="list-style-type: none"> <li>a. Be sure the resident's call light is within reach and encourage the resident to use it for assistance as needed. The resident needs prompt response to requests for assistance. (3/28/19).</li> <li>b. Encourage, remind, &amp; escort to activities, as resident will allow (3/28/19).</li> <li>c. Encourage and assist resident to transfer and change positions slowly, as resident will comply. (3/28/19).</li> <li>d. Encourage and assist the resident to wear appropriate footwear when ambulating or mobilizing in w/c, ie: gripper socks at bedtime (HS) and shoes during the day while up. (8/18/20).</li> <li>e. Have commonly used articles within easy reach (3/28/19).</li> <li>f. Monitor /anticipate/ intervene for causative factors</li> </ul>			
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	<p>(3/28/19). g. Place walker within reach as resident allows (8/5/21).</p> <p>A review of the Nurse's Notes dated 11/25/21 at 6:54 AM, Staff Q, Registered Nurse found the resident on the floor, Assessment completed, vital signs noted as 158/100, 103, 97.5, 20, 95% RA (room air), pain of 5/10. Resident was able to move BUEs and LLE (both arms and legs) without problems with limitation to the right lower leg (RLE). The resident assisted back to bed with assistance of 2 staff using a gait belt. Doctor notified, order to send resident to hospital for right hip evaluation received. The resident left the facility at 6:45 AM on a stretcher accompanied by paramedics.</p> <p>In an interview on 12/8/21 7:00 AM, Social Worker (SW) reported the resident fell out of bed Thanksgiving morning. When she came to work the following day, the SW looked at the resident's chart, saw that resident fell and went to the hospital and nothing more documented. The next day, Staff F, Agency Certified Nurse Aide (CNA) reported that the other CNA's picked the resident up off the floor before the nurse even came in the room to assess her, then they put her on the bed and tried to get her dressed before the ambulance came. The SW called</p>			
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	<p>the resident's family member and reported the resident fell. The family member reported the resident broke her hip and only had hours to days to live. The SW reported the resident died at Hospice.</p> <p>In an interview on 12/14/21 at 1:39 PM, Staff Q, Agency RN reported when she found the resident on the floor in her room, the resident said "my hip cracked, take me to the hospital, I'm going to die". Staff Q stayed with the resident and sent the CNA (she could not recall the name of the CNA) to get the vital machine and took the resident's vitals. The resident laid on the floor on her right side and her right leg was shorter than the left. Staff Q explained, the resident should be transferred with the assist of one with a gait belt. Then Staff Q and the CNA put the gait belt on the resident, helped her stand and she stood on her left leg. They moved her from the floor to the bed. The resident's right leg appeared shorter than the left, and she kept screaming "get me to the hospital, I don't feel good, I need a doctor, I need a doctor". Staff Q told the CNA to stay with the resident while she called the doctor for orders. Orders received to send the resident to the hospital and then the Emergency Medical Technicians (EMT's) arrived to take her. Staff Q stated the most important thing is not to displace the fracture.</p>				
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	<p>12/16/21 at 8:47 AM, Staff P, RN reported if she found a resident after a fall, screaming in pain, she would not move the resident, call the doctor for an order to transfer the resident to the hospital.</p> <p>In an interview on 12/16/21 at 1:09 PM, Staff G, CNA reported if she found a resident on the floor after a fall, she would stay with the resident until the nurse assesses the resident. Staff G stated, staff should not move the resident from the floor unless the nurse gives instructions to do so.</p> <p>In an interview on 12/16/21 at 1:30 PM, Staff H, CNA reported if found a resident on the floor after a fall, she would call the nurse, if the nurse thought there might be a broken hip, the staff should not move the resident, the EMTs will move the resident.</p> <p>3. Resident #22's MDS dated 10/3/21 failed to have a BIMS score to show the resident evaluated for cognitive status. The MDS also identified the resident with the following diagnoses: heart failure, peripheral vascular disease and other fracture and required limited assistance with bed mobility, ambulation, dressing, toileting and personal hygiene and bathing.</p> <p>A review of the Care Plan identified the resident with</p>			
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	<p>the problem of: The resident is at risk for falls related to pain and weakness (goal target date 1/11/22) and with the following interventions documented with dates of implementation in parenthesis:</p> <ul style="list-style-type: none"> <li>a. Apply gripper socks at HS as I will allow. (5/3/21).</li> <li>b. Call light re-routed to the foot of the bed r/t fall on (10/11/21).</li> <li>c. Follow facility fall protocol (1/6/21).</li> <li>d. I have been educated not to use my tray table as an assistive device or ambulate backwards, and to use my walker to ambulate due to my fall on (8/26/21).</li> <li>e. I have been educated to use my call light for assistance r/t my fall on (9/7/21).</li> <li>f. I have been educated to wear my shoes for all transfers r/t my fall on (8/10/21).</li> <li>g. I have grip strips on the floor in front of my toilet r/t my fall on (10/1/21).</li> <li>h. Physical Therapy/Occupational Therapy (PT/OT) to eval and treat r/t to fall on (7/19/21).</li> <li>i. Staff and I have been educated to keep my door open as I will allow for better supervision due to my fall on (10/11/21).</li> </ul> <p>The Care Plan failed to address the potential problems after a cast had been applied.</p> <p>Observation on 12/6/21 10:35 AM, noted the resident sitting up in a recliner in her room, with a cast to her</p>			
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	<p>left arm noting good circulation, no edema, denied numbness or tingling to her left fingers. A wheeled walker placed beside her had a platform for left arm.</p> <p>Observations of the resident during the survey from 12/6/21 through 12/22/21 revealed the resident remained with a cast to her left arm.</p> <p>A review of the Nurse's Notes revealed the following:  a. On 9/16/2021 13:40, Resident noted to be lying on her left side in front of her recliner and states she broke her fall with her left elbow and does complain of left elbow pain.  b. No documentation noted that the resident sent out for evaluation and treatment</p> <p>A review of the Incident Report dated 9/16/21 at 1:40 PM, documented the following:  a. Nursing Description: called to resident's room due to resident being on the floor, lying on left side, not wearing shoes and wearing regular socks.  b. Resident's Description: stated she was unsure of what she was doing.  c. Injury Noted to Back of Left Hand: bruise,  d. Injury Noted to Left Elbow: hematoma (an area of localized swelling that is pooled blood) with no measurements documented.</p>			
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	<p>A review of the Incident Reports for the eleven falls the resident had between 7/19/21 and 11/23/21, revealed nine were unwitnessed falls with no documentation to refer to neuro checks completed as per the facility protocol. One post fall evaluation completed on 8/11/21.</p> <p>In an interview on 12/14/21 at 10:42 AM, the former Director of Nursing (DON) reported after a fall occurs, Witness Statements should have been taken from staff involved.</p> <p>In an interview on 12/14/21 at 11:15 AM, the former DON reported unable to find any documentation of Staff Interviews or Witness Statements regarding Resident #12 and #22's falls.</p> <p>In an interview on 12/14/21 at 10:45 AM, the Administrator reported the following process should be followed after a resident fall:</p> <ol style="list-style-type: none"> <li>a. The Charge Nurse on the day of the fall should be the one to complete the Incident Report and get Witness Statements and come up with interventions.</li> <li>b. Typically the DON would sign the incident report afterward.</li> <li>c. At our Daily Morning Meetings, facility staff discuss resident falls, why did the resident fall, what new interventions did they put in place or do we need to</li> </ol>			
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	<p>put into place.</p> <p>d. During Medicare Meetings, we also discuss falls to discuss the possible need for Speech Therapy (ST), PT and/or OT.</p> <p>e. The Charge Nurse is responsible for filling out the Incident Report in Point Click Care (Computer Program) completely and getting the Witness Statements. The Charge Nurse also responsible for describing the whole incident and who was involved.</p> <p>In an interview on 12/27/21 at 1:03 PM, Staff I, Nurse Supervisor reported she failed to find any documentation in the resident's record of a radiology report of the resident's fracture to her left arm or documentation in the Nurse's Notes to indicate when the fracture occurred.</p> <p>4. Resident #39's MDS dated 10/21/21 identified the resident as cognitively impaired with a BIMS of 8, identified her with the following diagnoses: heart failure, depression and nutritional deficiency. The MDS also identified the resident required limited assistance with most ADL's.</p> <p>A review of the Care Plan identified the resident with the problem of being at risk for falls related to weakness (in red font problem identified as being</p>			
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	<p>overdue for review with date initiated 6/22/21 and no updates since). Interventions: I have Dycem in my recliner to decrease the possibility of me slipping out of it.</p> <p>A review of the Nurse's Notes dated 12/11/21 at 11:45 PM, documentation showed: Date/Time of Fall: 12/11/2021 3:30 PM, Fall was not witnessed, and Fall occurred in the Resident's room.</p> <p>A review of the Neurological Checklist dated 12/22/21 at 11:30 PM revealed only one assessment for orientation, level of consciousness, pupils, responses, pain, and extremities had been documented. Only four sets of vitals signs had been documented on 12/11/21 at 10:45 PM, 11:30 PM, and 11:43 PM.</p> <p>In an interview on 12/13/21 at 11:47 AM, Staff M, RN reported she assessed the resident at 10:20 PM after she received report. She noticed blood on the sheets, checked the Incident Report which documented the resident fell at 3:30 PM. Staff M received report from one of the Medication Aides because the nurse had already left for the day at 6:00 PM. Staff V, Medication Aide (MA) reported the resident fell at 3:30 PM, and the resident had diarrhea and fell while she tried to walk using her walker. Staff M explained, after an unwitnessed fall, the nurse should start</p>			
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	<p>neuros and vitals every 15 minutes four times, then every 30 minutes four times , then every hour four times, and then every 4 hours for remainder of 3 days. Staff M reported she completed the only neuro check and vitals. The nurse who took care of her when she first fell did not document anything about the fall, no neuros or vitals.</p> <p>In an interview at 12/15/21 at 10:21 AM, Staff V, CMA could not recall the details of the resident's fall on 12/11/21, reported that another CNA took care of the resident. Attempts made to contact that other aide, and no return the call received.</p> <p>In an interview on 12/16/21 at 10:36 AM, Staff N, RN reported if she found a resident on the floor after a fall, The nurse should do a head to toe assessment, if unwitnessed, do neuros and vitals every 15 minutes four times, then every 30 minutes four times, then hourly four times, then every 4 hours four times, and then every shift for 3 days and report it to the DON. If she suspected the resident had a fractured hip, Staff N would not move the resident until the EMTs arrived and would complete a head to toe assessment.</p> <p>In an interview on 12/16/21 at 1:09 PM, Staff G, CNA reported if she found a resident on the floor after a fall, she would stay with the resident until the nurse</p>			
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	<p>assesses the resident. Staff should not move the resident from the floor unless the nurse gives instructions to.</p> <p>In an interview on 12/16/21 at 1:30 PM, Staff H, CNA reported if she found a resident on the floor after a fall, she would call the nurse, if the nurse thought there might be a broken hip, the staff should not move the resident, and the EMTs will move the resident.</p> <p>A review of the undated facility policy titled: Assessing Falls and Their Causes documented the following for after a fall:</p> <ul style="list-style-type: none"> <li>a. If a resident has just fallen, or is found on the floor without a witness to the event, Nursing Staff will record vital signs and evaluate for possible injuries to the head, neck, spine and extremities.</li> <li>b. If there is evidence of a significant injury, such as a fracture or bleeding, Nursing Staff will provide appropriate first aid.</li> <li>c. Once an assessment rules out significant injury, Nursing Staff will help the resident to a comfortable sitting, lying, or standing position, and then document relevant details.</li> <li>d. Nursing Staff will notify the resident's attending physician and family in an appropriate time frame.</li> </ul> <p>When a fall results in a significant injury or condition</p>			
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	<p>change, Nursing Staff will notify the practitioner immediately by phone.</p> <p>A review of the undated facility policy titled: Falls and Fall Risk Managing, documented the following:</p> <p>IDENTIFYING CAUSES OF A FALL OR FALL RISK:</p> <p>a. Within 24 hours of a fall, the Nursing Staff will begin to try to identify possible or likely causes of the incident. They will refer to the resident-specific evidence including medical history, known functional impairments, etc.</p> <p>b. The staff will continue to collect and evaluate information until they either identify the cause of falling or determine that the cause cannot be found.</p> <p>c. If the cause of a fall is unclear, if the fall may have a significant medical cause such as a transient ischemic attack or an adverse drug reaction or if the resident continues to fall despite attempted interventions, the nursing staff will discuss the situation with the attending physician or Medical Director.</p> <p>d. If the causes of a fall cannot be readily identified and if the fall is accompanied by other signs and symptoms (e.g. confusion or lethargy), the staff and physician will consider a possible underlying acute medical cause.</p> <p>DOCUMENTATION:</p>			
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	<p>When a resident falls, the following information should be recorded in the resident's medical record:</p> <ul style="list-style-type: none"> <li>a. The condition in which the resident was found (e.g., "resident found lying on the floor between bed and chair").</li> <li>b. Assessment data, including vital signs and any obvious injuries.</li> <li>c. Interventions, first aid, or treatment administered.</li> <li>d. Notification of the physician and family, as indicated.</li> <li>e. Completion of a falls risk assessment.</li> <li>f. Appropriate interventions taken to prevent future falls.</li> <li>g. The signature and title of the person recording the data.</li> </ul> <p>A review of the protocol for Unwitnessed Falls (kept in a Communication Notebook at the South Nurse's Station)</p> <p>POST FALL DOCUMENTATION:</p> <ul style="list-style-type: none"> <li>a. Assessment of resident, description of what the staff saw or did not see, heard, etc.</li> <li>b. Vital signs and any treatment performed should be documented in matrix.</li> <li>c. Physician notification and document in Matrix.</li> <li>d. Call the responsible party and document in Matrix. If shift is unable to reach party, the next shift should try to continue to contact responsible party</li> </ul>			
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	<p>A FALL RISK OBSERVATION and PAIN OBSERVATION Form should be filled out at time of fall and updated in the Matrix as follows:</p> <ul style="list-style-type: none"> <li>a. If fall was unwitnessed by staff, nurse needs to start and complete neurological exam/neuro observation in Matrix as per protocol.</li> <li>b. Assess and document for any head injuries, injuries, skin.</li> <li>c. If fall was witnessed and did not hit his/her head, the body assessment and vitals needs to be done</li> <li>d. Update fall care plan with evaluation note and approach with any new interventions to assist with preventing fall</li> <li>e. Neuro checks as follows: every 15 minutes x 4 times; every 30 minutes x 4 times, every hour x 4 times, every 4 hours x 4 times and then every shift for 72 hours.</li> </ul> <p>5. The Significant Change Minimum Data Set (MDS) Assessment for Resident #50 dated 6/9/21 revealed the resident scored 2 out of 15 on a Brief Interview for Mental Status (BIMS) exam, which indicated the resident was severely cognitively impaired and also documented Resident #50 with disorganized thinking present which fluctuated. Per this assessment Resident #50 required the extensive assistance of one person for bed mobility and transfers, and was not</p>			
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	<p>steady and was only able to stabilize with staff assistance for moving from seated to standing position, walking (with assistive device if used), turning around and facing the opposite direction while walking, moving on and off the toilet, and for surface to surface transfer (transfer between bed and chair or wheelchair). The assessment documented the resident without falls since admission/entry, reentry, or the prior assessment, whichever was most recent.</p> <p>The Face Sheet for Resident #50 revealed diagnoses which included muscle weakness and encounter for Palliative Care.</p> <p>The Care Plan dated 3/2/21 documented, The resident is at risk for falls r/t weakness and confusion. Interventions per the plan of care included the following with dates implemented in parenthesis:</p> <ul style="list-style-type: none"> <li>a. Anticipate and meet the resident's needs. (initiated date 3/02/21)</li> <li>b. Apply gripper socks as resident will allow. (3/27/21)</li> <li>c. Follow facility fall protocol. (03/02/2021)</li> <li>d. I have a motion detecting alarm at the foot of my bed to alert staff if I attempt to get up without assistance. (7/03/21)</li> <li>e. I have a sign on my walker to remind me to use it when ambulating. (4/27/21)</li> <li>f. I have a touch pad call light. (5/31/21)</li> </ul>				
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	<p>g. I now eat in the South dining room for increased assistance and supervision. (6/04/21)</p> <p>h. I was moved to a room closer to the nurse's station with direct sight. [Room Number Redacted] (5/01/21)</p> <p>i. I was moved to a room closer to the nurse's station. [Room Number Redacted] (4/23/21)</p> <p>j. Maintenance repaired the threshold going into the bathroom. (5/26/21)</p> <p>k. Rearranged room for ambulation safety. (4/07/21)</p> <p>l. Staff educated to not leave wheelchair in resident's room. (6/01/21)</p> <p>m. Staff has been educated on the need for frequent checking and toileting resident. (6/22/21)</p> <p>n. Therapy to place a tray on my FWW (front wheeled walker). (5/15/21)</p> <p>o. UA (urinalysis) obtained. (5/02/21).</p> <p>The Incident Note dated 4/24/2021 at 10:08 AM, documented, in part, Resident had an unwitnessed fall without injury. Found lying curled around the bottom of her roommate's bed. Resident confused stating she was trying to get the weed eater. Room mate's bed was moved with the foot of the bed pointing towards the door and the lower part of bed stuck in an upward position. Roommate states her motorized wheelchair (wc) moved the bed.</p> <p>The Incident Note dated 4/27/2021 at 8:25 AM,</p>			
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	<p>documented: This nurse called to resident's room and noted the resident lying on the floor next to the bathroom as if she were just coming out. Resident is an assist x 1 but very non-compliant and had been ambulating on her own with walker. Back of head noted to be bleeding. Nurse already assisting and had resident's neck stabilized so she would not move her head. Resident awake and alert but moaning in pain with visible shaking noted to legs. Pupils reactive to light however not equal.</p> <p>The Incident Note dated 5/1/2021 at 10:54 PM, documented: This nurse was notified by a Certified Nursing Assistant (CNA) that resident was found on the floor lying next to her bed. Upon arrival this nurse performed a skin assessment some redness was noted to back of the resident's head. Resident complained of (c/o) pain in that area as well and rated the pain at a 4/10 on numeric pain scale. Vital Signs (VS) completed and within normal limits (WNL) ...Neuro assessment performed and WNL for this resident. She is alert and oriented to self.</p> <p>The Incident Report Follow Up Note dated 5/2/2021 at 1:30 PM documented: Resident is on a fall follow up. Resident is non-compliant with asking for assistance for transfer and found multiple times lying in her roommates bed. Resident complains of leg pain,</p>			
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	<p>and VS WNL.</p> <p>The Communication with Physician Note dated 5/3/2021 at 3:36 PM documented: Resident noted to have 4 abrasions to her back, likely from falls that occurred over the weekend. There are 3 abrasions that measure 0.5 centimeters (cm) x 0.5 cm each are on resident's left upper back, and another abrasion noted to the left of resident's spine that measures 1.0 cm x 1.0 cm. The wound bed is clean at this time, no signs/symptoms (s/s) of infection noted to area. Will continue to monitor areas. Resident denies pain to areas.</p> <p>The Behavior Note dated 6/19/2021 at 2:50 PM documented: Resident very restless since lunch. Repeated attempts to get out of bed, assisted to chair outside room after resident needed to go to the bathroom, and offered drink or snack. Repeated attempts to ambulate without the walker from chair, with frequent reminders to relax in chair, and newspaper provided.</p> <p>The Behavior Note dated 6/20/2021 at 5:40 PM documented, Res. repeatedly trying to stand up from w/c while awaiting meal as she was ready to get up from resting in bed. Sitting 1:1 with nurse for safety as needed (PRN) provided for restlessness.</p>			
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Facility Administrator

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Date

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	<p>The Incident Note dated 6/22/2021 at 2:11 AM, documented: Nurse alerted by CNA that resident on the floor in her room on the floor mat, resident states she did not know why she was up, resident was offered the washroom, but did not need to go, this nurse observed multiple skin tears to the right and left arms and hands, also noted post fall very large hematoma to the left hip, resident was given prn pain medication as prescribe, Hospice Nurse in at 9:10 a.m. to evaluate resident and recommends cold therapy to hip, Primary Care Physician (PCP) notified via fax, on call notified, will pass on to Day Shift Nurse to notify Power of Attorney (POA), will continue to monitor.</p> <p>The Fall Risk Evaluation dated 6/22/21 revealed Resident #50 at risk for falls and scored 19 on the Assessment. The Assessment noted the resident had intermittent confusion, three or more falls in the past three months, was ambulatory and incontinent, with poor vision, balance problems while walking and standing, required the use of assistive devices, and had one to two predisposing diseases present. Clinical Suggestions included the following: Utilize personal/pressure sensor alarms. This assessment noted the only Fall Risk Evaluation included in the resident's Electronic Clinical Record.</p>			
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	<p>The Post Fall Assessment dated 6/22/21, revealed the Assessment remained in progress, and no documentation present for the Assessment.</p> <p>The Incident Report dated 6/21/21 at 9:40 PM, documented no witnesses to the fall event.</p> <p>The Behavior Note dated 6/23/2021 at 5:08 PM documented: Resident up since 1545 (3:45 PM) as she was trying to get out of bed unassisted. Assisted to bathroom. Very restless, multiple attempts to get up out of her chair, tolerated request to sit back down. Scheduled Tylenol and PRN ativan (anti-anxiety medication) provided at 1600 (4:00 PM). Assisted with walk down hall and back, given thickened drink. Continues to require 1:1 for safety.</p> <p>The Health Status Note dated 6/26/2021 at 10:40 documented: CNA found Resident sitting on the floor in her room, upright and on her buttocks with both legs extended forward. Denies hitting her head. When this writer entered room, Resident was lying prone on the floor with a pillow under head. Staff stated "She said her back was tired." So we helped her back. Alert, Oriented x self per usual. Denies pain at present. No injury or redness noted at this time. Res. had socks and shoes on and ambulatory w/o assist or walker.</p>				
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	<p>The Incident Report dated 6/26/21 a 10:40 AM documented the following predisposing situation factors: Ambulating without Assist.</p> <p>The Post Fall Assessment dated 6/26/21 revealed information inputted for the Assessment. The Assessment revealed there were similarities between current and post falls.</p> <p>The Incident Report for the fall dated 6/26/21 at 10:40 AM documented there were no witnesses to the event.</p> <p>The N Advanced - Long Term Care Evaluation dated 6/30/2021 at 1:50 PM documented: Resident #50 obeyed commands, was confused, experienced signs of short-term memory loss, and had disorientation and inattention. Noted the resident severely cognitively impaired, and disorientation was at baseline for the resident. Safety concerns documented the resident frequently attempted to ambulate without assist.</p> <p>The Incident Note dated 7/3/2021 at 7:20 AM authored by Staff L, Licensed Practical Nurse (LPN) documented, CNA told this writer Resident #50 is on the floor. Resident found on the floor by her door way in the hall. Lying on left side in fetal position. Alert and</p>			
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	<p>Oriented x self per usual. Temperature -96.3, Pulse - 57, Respiration -18, Blood Pressure - 168/82, Oxygen (O2) saturation -98% at room air. Noted she had reopened an old injury on left lateral scalp. Measured 0.2 cm x 0.2 cm with scant red drainage, also reopened area on left lateral knee.</p> <p>The corresponding Incident Report dated 7/3/21 at 7:20 AM documented: The following injuries at time of incident:</p> <ul style="list-style-type: none"> <li>a. Bruise to left elbow, laceration to left knee, and unable to determine to back of head.</li> <li>b. Immediate action taken documented, Physical evaluation of the resident.</li> <li>c. Upon return, placed a motion detector toward bed.</li> <li>d. The resident's pain score noted at a level of 8.</li> <li>e. Mental status assessed as oriented to person.</li> <li>f. Predisposing situational factors documented, Ambulating without Assist.</li> <li>g. Other info documented: sitting in her w/c in hall with foot pedals in place.</li> </ul> <p>The Incident Report documented no witnesses to the fall found.</p> <p>Information was not provided by the facility which documented who had last seen the resident prior to the fall, or what time the resident last observed by</p>			
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	<p>staff prior to the fall.</p> <p>The Emergency Department Provider Notes for the encounter date of 7/3/21 documented: in part, Patient currently on Hospice, arrives from facility care center, suffered a ground-level fall with her walker. Has a left parietal scalp hematoma. Complains of left shoulder and left hip discomfort. Verbal report received reported Hospice wanted the resident's injuries evaluated and then to be contacted for further treatment advice.</p> <p>X-Ray and a Computerized Tomography (CT) reports documented, in part, the following:</p> <p>a. X-Ray left shoulder left minimum 2 views: 1 Findings highly suspicious for comminuted distal clavicular fracture. This can be confirmed with dedicated clavicle radiographs as clinically warranted.</p> <p>b. X-Ray Right hip left minimum left 2 views: 1. Impacted subcapital left femoral neck fracture.</p> <p>c. CT Head without contrast: 1. Bilateral acute subdural hematomas, left greater than right with associated mass effect and left-to-right midline shift of 7 millimeters (mm). There is evidence of active bleeding within the left subdural hematoma. Neurosurgical consultation advised.</p> <p>On 12/14/21 at 2:35 PM, review of the Post Fall</p>			
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	<p>Assessment dated 7/3/21 revealed the assessment remained in progress, and no documentation present on the assessment.</p> <p>The Health Status Note dated 7/4/2021 at 5:21 AM documented: Resident restless at beginning of shift, removing her night gown and attempting to exit her bed to "go to the Avenue". PRN medications given by Day Shift Nurse. Resident fell asleep after supper and slept most of the shift, and woke about 2:15 AM moaning and groaning. PRN Tylenol and Ativan (antianxiety medication) given. Resident sleeping at this time.</p> <p>On 12/15/21 at 5:18 PM, Staff L, Licensed Practical Nurse (LPN), was queried about the resident's fall which occurred 7/3/21, and to the identity of the CNA who had notified them of the resident being on the floor. Staff L explained this was too long ago for them to remember. Staff L was queried if the resident walked or used a wheelchair, and responded the resident used a wheelchair but thought they could still walk. Staff L was queried if the resident attempted to self-transfer, and acknowledged the resident attempted to do so. Staff L explained pretty sure the resident had a history of falls prior and this was not an isolated event. Staff L was queried about the process following a fall, explained the nurse would come into</p>			
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	<p>the room and complete a head to toe physical assessment, vitals, and if not a witnessed fall, then neuro checks would occur. Staff L acknowledged neuros were done in the Electronic Health Record (EHR) system. Staff L was queried about the Post Fall Assessment in the EHR, and explained she believed charting would occur once a shift as well as neuros. Staff L explained there was a system for follow up for almost 72 hours. Per Staff L the nurse would do the Incident Report following falls, and the DON or on-call staff member would be notified. Per Staff L, if something they felt needed to be checked out they would get hold of the DON. Staff L was queried about Witness Statements to the event, and explained what they tended to do was have CNAs write handwritten statements. Staff L was queried if she recalled if there had been handwritten statements to the Incident Report, and acknowledged she did not know. Staff L further explained handwritten statements would go to Staff P, RN. Staff L was queried how an intervention would be implemented, and explained the nurse at the time would try to think of what could be done right then, and the DON would be notified as soon as they came to work if not involved with the fall. Staff L explained the Fall Team would figure out interventions.</p> <p>On 12/16/21 at 7:46 AM, Staff P, RN, explained she</p>			
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	<p>had been the Nursing Supervisor until October. Staff P was queried about investigations for falls, and explained they made sure follow up had been completed and family had been notified. Staff P was queried about Witness Statements, and explained a lot of times they would end up in her box and acknowledged she would pass the information on to other staff, whomever was tracking all the falls. Staff P explained nurses were supposed to get statements from the CNAs, if the needed them, and whoever was investigating would ask if more statements were needed and for additional follow up. Staff P explained this information would eventually end up with Medical Records.</p> <p>Staff P was queried about Resident #50, and explained the resident was very independent and was going to do what she wanted to do regardless of what was said. Staff P was queried if Resident #50 was able to follow directions, and explained she could do so but would forget five minutes later. Staff P explained the resident was cooperative with staff for walking with staff, etc. Staff P was queried about one on one supervision for the resident, and explained if the resident was in an antsy mood one of the CNAs would go sit with the resident. Per Staff P, communication had occurred with family about having the family provide one on one supervision, which the family</p>				
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	<p>denied. Staff P was queried about the process for documentation for falls, acknowledged the nurse did the Incident Report, would do fall follow up checks, neuros, and 3 day follow up in the Medical Record. Staff P explained there was a form for vitals which would stay at the nursing station.</p> <p>On 12/16/21 at 1:25 PM, Staff R, CNA was queried about Resident #50. Staff R acknowledged the resident noncompliant following a decline. Staff R explained the resident would not put on the call light and would not stay in their chair. Per Staff R, the resident fell two, three, or four times after that. Staff R further explained the resident did walk and used the wheelchair too. Staff R was queried about the resident's cognition, and explained the resident could tell you when she needed to go to the bathroom.</p> <p>On 12/16/21 at 1:46 PM, Staff H, CNA, was queried about Resident #50. Staff H explained the resident walked with assistance, and was non-compliant with asking for assistance. Staff H was queried how they would address a resident with this situation, and explained the majority of the time she would go down every chance she had to check on the resident. Staff H was queried if the facility had enough staff to implement this process and acknowledged there were not enough staff to do so.</p>			
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	<p>On 12/21/21 at 8:51 AM, the Nursing Supervisor, who was not working at the facility at the time of the incident, was queried about when Fall Risk Assessments would be completed, and explained quarterly with the MDS and after a fall. The Nursing Supervisor was queried about frequent checks, and explained she believed this would be fifteen minute or half hour checks that would be in the Point of Care (POC) Charting for CNAs, although she was unaware whether this was completed at this facility. The Nursing Supervisor explained if there was a fall with major injury then statements should be obtained from Nursing Staff, and the nurse who did the Incident Report should come up with an immediate intervention. Then management would review to see if the intervention appropriate. The Nursing Supervisor was queried about the Post Fall Assessment, acknowledged she was not sure how this was used at the facility, and however assumed the facility would use it. The Nursing Supervisor was queried about one to one status and explained the resident would be near the Nursing Station, although she could not necessarily say the facility would be able to accommodate this.</p> <p>6. The following observations occurred on the North</p>			
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	<p>Unit and South Unit of the facility:</p> <p>Observation on 12/08/21 at 11:36 AM, 11:54 AM, 12:15 PM, 1:04 PM, and 2:45 PM revealed an oxygen tank was unsecured and standing upright in front of the Medication Room at the Nursing Station on the North Unit.</p> <p>On 12/08/21 at 2:54 PM, Staff D, CNA, was asked where the oxygen tanks were normally stored, and the staff member pointed to the Medication Room and said the nurse has the key for the room. Staff D was queried if the tank was full or empty, lifted the tank, and said it was empty.</p> <p>On 12/08/21 at 2:57 PM, Staff J, LPN was queried about the oxygen tank, and moved it to the Medication Room. Staff J explained a CNA probably dropped it off.</p> <p>On 12/15/21 at 12:37 PM, the facility's Director of Nursing (DON) was queried about storage of oxygen tanks, said they would have to see the facility policy, and would assume tanks were not to be unsecured.</p> <p>Observation on 12/15/21 at 11:47 AM, revealed two oxygen tanks were standing upright and unsecured next to the bookshelf at the Nursing Station on the</p>			
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	<p>South Unit.</p> <p>Observation on 12/15/21 at 12:40 PM ,with Staff T, the former DON, revealed the oxygen tanks remained unsecured at the Nursing Station on the South Unit. The DON was queried if the tanks should be located there, and acknowledged they should not.</p> <p>Observation on 12/15/21 at 1:30 PM, revealed the oxygen tanks remained unsecured at the Nursing Station on the South Unit</p> <p>On 12/21/21 at 8:48 AM, the Nurse Supervisor explained oxygen tanks should never be on the floor, and acknowledged they were to be within the holders.</p> <p>A policy for oxygen storage was requested from the facility. An undated policy titled Oxygen Concentrator provided by the facility did not address the area of concern with unsecured oxygen tanks.</p>			
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	<b>FACILITY RESPONSE:</b>			
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