Department of Inspections and Appeals
Health Facilities Division
Citation

Number 5995			**Report date** **February 7, 2023**
Facility name Accura Healthcare ff Ames, LLC		**Survey dates** **01/23/2023 - 01/26/2023**	
Facility address 3440 Grand Avenue			
City Ames,	**JB**		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date
58.19(2)b	**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: **58.19(2)** *Medication and treatment.* *b.* 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) **DESCRIPTION** Based on clinical record reviews, observations, and staff interviews, the facility failed to ensure that residents did not develop avoidable pressure ulcers for 1 of 1 resident reviewed (Resident #8). Resident #8 received a facility acquired pressure ulcer that started as a blister and deteriorated to a stage III pressure ulcer. The review of the resident's record lacked documentation of any interventions to prevent the development of a pressure ulcer or the involvement of the Registered Dietitian until after the wound declined to a stage III pressure ulcer. The facility reported a census of 64. Findings include:	I	**$5000** **Held in Suspension**	**Upon Receipt**

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Eric Allen — Facility Administrator

2/17/2023 — Date

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	Stage 1 Pressure Injury: Non-blanchable erythema of intact skin Intact skin with a localized area of non-blanchable erythema, which may appear differently in darkly pigmented skin. Presence of blanchable erythema or changes in sensation, temperature, or firmness may precede visual changes. Color changes do not include purple or maroon discoloration; these may indicate deep tissue pressure injury. Stage 2 Pressure Injury: Partial-thickness skin loss with exposed dermis Partial-thickness loss of skin with exposed dermis. The wound bed is viable, pink or red, moist, and may also present as an intact or ruptured serum-filled blister. Adipose (fat) is not visible and deeper tissues are not visible. Granulation tissue, slough and eschar are not present. These injuries commonly result from adverse microclimate and shear in the skin over the pelvis and shear in the heel. This stage should not be used to describe moisture associated skin damage (MASD) including incontinence associated dermatitis (IAD), intertriginous dermatitis (ITD), medical adhesive related skin injury (MARSI), or traumatic wounds (skin tears, burns, abrasions). Stage 3 Pressure Injury: Full-thickness skin loss Full-thickness loss of skin, in which adipose (fat) is visible in the ulcer and granulation tissue and epibole (rolled wound edges) are often present. Slough and/or eschar may be visible. The depth of			

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	tissue damage varies by anatomical location; areas of significant adiposity can develop deep wounds. Undermining and tunneling may occur. Fascia, muscle, tendon, ligament, cartilage and/or bone are not exposed. If slough or eschar obscures the extent of tissue loss this is an Unstageable Pressure Injury. Stage 4 Pressure Injury: Full-thickness skin and tissue loss Full-thickness skin and tissue loss with exposed or directly palpable fascia, muscle, tendon, ligament, cartilage or bone in the ulcer. Slough and/or eschar may be visible. Epibole, undermining and/or tunneling often occur. Depth varies by anatomical location. If slough or eschar obscures the extent of tissue loss this is an Unstageable Pressure Injury. Unstageable Pressure Injury: Obscured full-thickness skin and tissue loss Full-thickness skin and tissue loss in which the extent of tissue damage within the ulcer cannot be confirmed because it is obscured by slough or eschar. If slough or eschar is removed, a Stage 3 or Stage 4 pressure injury will be revealed. Stable eschar (i.e. dry, adherent, intact without erythema or fluctuance) on the heel or ischemic limb should not be softened or removed. Deep Tissue Pressure Injury: Persistent non-blanchable deep red, maroon or purple discoloration Intact or non-intact skin with localized			

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	area of persistent non-blanchable deep red, maroon, purple discoloration or epidermal separation revealing a dark wound bed or blood-filled blister. Pain and temperature change often precede skin color changes. Discoloration may appear differently in darkly pigmented skin. This injury results from intense and/or prolonged pressure and shear forces at the bone-muscle interface. The wound may evolve rapidly to reveal the actual extent of tissue injury, or may resolve without tissue loss. If necrotic tissue, subcutaneous tissue, granulation tissue, fascia, muscle or other underlying structures are visible, this indicates a full thickness pressure injury (Unstageable, Stage 3 or Stage 4). Do not use DTPI to describe vascular, traumatic, neuropathic, or dermatologic conditions. Resident #8's quarterly Minimum Data Set (MDS) assessment dated 10/20/22 identified a Brief Interview for Mental Status (BIMS) score of 11, indicating a moderate cognitive impairment. The MDS revealed the resident required an extensive assistance of one person for bed mobility and personal hygiene, and extensive assistance of two persons for transfers. In addition, the MDS revealed that Resident #8 did not walk in her room or in the corridor. The MDS included diagnoses of diabetes, prior hip fracture, Parkinson's disease, prior stroke, depression, and traumatic brain injury. The MDS indicated that she did not have a risk for pressure ulcers and did not have one or more unhealed			

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	pressure ulcers/injuries. Resident #8 had moisture associated skin damage with nutrition or hydration intervention. The Comprehensive Care Plan revealed a Focus area of an Activity of Daily Living (ADL) deficit, revised 9/8/21. The Care Plan Focus dated 12/6/22 regarding Resident #8's Impaired Skin Integrity related to decreased mobility The Care Plan failed to direct the staff regarding bed mobility or repositioning for Resident #8. Resident #8's Care Plan lacked interventions related to the presence of a pressure ulcer identified on 12/15/22 until the revision on 1/23/22. The Braden Scale for Predicting Pressure Sore Risk revealed documentation that the resident scored a 15, indicating a low risk for the development of pressure ulcers (A score of 9 or less indicates a severe risk. A score of 10-12 indicates a moderate risk. A score of 13-14 indicates a mild risk. A score of 15-18 indicates a low risk. A score of 19 or higher indicates a resident is not considered at risk for pressure ulcer development). The Skin Sheet, Non-ulcer Assessment dated 12/6/22 revealed that Resident #8 had a ruptured blister to her right heel. The assessment included			

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	measurements of the ruptured blister as 7.0 centimeters (cm) by (x) 3.0 cm x 0.1 cm. The Skin Sheet, Non-ulcer Assessment dated 12/14/22 documented the blister as resolved. The Skin Sheet, Ulcer Assessment dated 12/15/22 documented that Resident #8 had a Stage 2 pressure ulcer to her right heel. The assessment documented the pressure ulcer as a facility acquired with measurements of 1.5 cm x 1.5 cm x 0.3 cm. Additional descriptions included scant yellow drainage with no odor and the wound base having granulation tissue (pink or red tissue with a shiny, moist appearance). The Skin Sheet, Ulcer Assessment dated 1/4/23 documented the pressure ulcer measurements had increased to 2.5 cm x 2.5 cm x 0.6 cm. Further description included scant yellow drainage with the wound base having pink or red tissue with a shiny, moist appearance. The wound appeared to include scant yellow and brown odorous drainage with the wound base having slough (yellow or white tissue that adheres to the ulcer bed in strings or clumps or is mucinous). The Skin Sheet, Ulcer Assessment dated 1/11/23 documented the pressure ulcer as a stage III with measurements of 2.2 cm x 2.2 cm x 0.2 cm. Further description included scant serosanguineous			

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	drainage (thin and watery fluid pink in color due to presence of small amounts of red blood cells) with the wound base having pink or red tissue with a shiny, moist appearance. In addition, the wound appeared to have a scant yellow and brown odorous drainage with the wound base having slough (yellow or white tissue that adheres to the ulcer bed in strings or clumps or is mucinous). The Weekly Weight and Skin Review Notes dated 12/7/22, 12/15/22 and 12/29/22 lacked documentation of Resident #8 being discussed during any of the weekly meetings. On 1/25/23 at 3:50 pm, the Director of Nursing (DON) stated the facility only had three meetings in December due to the holidays. The review of the document titled Dietitian fax to Physician dated 10/28/22 revealed the Dietitian assessed Resident #8 on 10/28/22 regarding her weight and supplements. The Consultant Dietitian Report dated 1/16/23 indicated that the Dietitian assessed Resident #8 on 1/16/23. The Dietitian recommended to continue using LiquaCel for skin healing. The facility could not provide documentation of a Registered Dietitian performing any other visits in between those two dates.			

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	Progress Notes Review a.1/4/23 at 4:34 pm Staff A, Licensed Practical Nurse (LPN), documented a noted decline to the wound and that she notified the physician. b.1/9/23 at 10:48 am the Assistant Director of Nursing (ADON) recorded that Resident #8 received a new order for an antibiotic due to possible cellulitis to her right foot. c.1/12/23 at 9:20 am the Registered Dietitian wrote a recommendation of LiquaCel (a liquid collagen liquid protein) to promote skin healing of the stage 2 pressure ulcer. d.1/23/23 at 4:03 pm the ADON documented that Resident #8 received a referral to send her to a wound clinic. The Nurse Practitioner's (NP) Visit Note dated 12/19/22 revealed documentation of a Stage II pressure ulcer to the right heel containing 60% slough. The Nurse Practitioner's Visit Note dated 1/23/23 documented a Stage III pressure ulcer of the right heel that appeared black and necrotic (dead skin). On 1/23/23 at 10:55 am observed Resident #8 in her wheelchair wearing heel protectors on both feet.			

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	On 1/24/23 at 9:41 am witnessed Resident #8 in her recliner wearing heel protectors on both feet. On 1/25/23 at 10:42 am noticed Resident #8 lying in bed with heel protectors on both feet. On 1/26/23 at 9:13 am observed Resident #8 sitting in her wheelchair wearing a sock on her left foot and a slipper on her right foot, With no heel protectors in place. On 1/24/23 at 12:34 PM, Staff I, Licensed Practical Nurse (LPN), MDS Coordinator stated she is new to the role of MDS Coordinator in the facility. She voiced she is currently going through the Care Plans of all of the residents and updating them as she felt they lacked accuracy at the time she began the position. On 1/25/23 at 10:08 am, the ADON stated she is the primary person who manages wounds in the facility. She said she has received no specialty wound training. She added that the facility used to have a wound Nurse Practitioner but those visits stopped perhaps last summer. She stated in the beginning of December the staff found a blister and it slowly declined. The ADON reported that she felt it went back and forth in wound healing. She explained that she talked to the Registered Dietitian a couple of weeks earlier about a dietary supplement and that the resident is diabetic. She			

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	stated the facility Nurse Practitioner assessed the wound on 12/19/22 and 1/23/23. She voiced her protocol for wounds is that she assesses them once a week unless she is informed of a decline in the wound. She reported that she expected that a resident who needs assistance to be repositioned should be assisted every 2-3 hours. On 1/25/23 at 1:31 pm, the Director of Nursing (DON) stated that prior to the discovery of Resident #8's wound, the interventions for prevention of a development of a pressure ulcer would include whatever was on her care plan. She stated she had a pressure reducing cushion on her recliner. She stated the resident did not have a specialty mattress on her bed but all of the mattresses in the facility are considered pressure reducing mattresses. She reported that Resident #8 ate her meals in her wheelchair and then she would be transferred to her bed or recliner after meals. She voiced her expectation as the residents should be assisted with repositioning every 2-3 hours if they are unable to reposition themselves. On 1/25/23 at 3:47 pm, the Regional Nurse Specialist for the facility stated the facility did not have a policy regarding the Registered Dietitian reviewing residents. She said it would be considered a standard of care to have the Registered Dietitian involved in residents with wounds.			

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	On 1/25/23 at 3:50 pm, the DON stated updating Care Plans is an interdisciplinary approach. She expressed her expectation that Care Plans should be updated quarterly and with significant changes. She stated they follow the Resident Assessment Instrument (RAI) process for Care Plan reviews. She further stated the ADON is the person who typically updates the Care Plans for any skin issues or any incidents filed in Risk Management (a portion of the Electronic Health Record for incident reports such as falls, skin injuries, etc.).			

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	FACILITY RESPONSE Accura Healthcare of Ames denies it violated any federal or state regulations. Accordingly, this plan of correction does not constitute an admission or agreement by the provider to the accuracy of the facts alleged or conclusions set forth in the statement of deficiencies. The plan of correction is prepared and/or executed solely because it is required by the provisions of federal and state law. Completion dates are provided for procedural processing purposes and correlation with the most recently completed or accomplished corrective action and do not correspond chronologically to the date the facility maintains and is in compliance with the requirements of participation, or that corrective action was necessary. F686 In continuing compliance with F686, Treatment/Svcs to Prevent/Heal Pressure Ulcers, Accura Healthcare of Ames reviewed Resident #8 and all like residents with pressure ulcers to ensure appropriate interventions were in place and care planned updated by 1/27/2023 by the DON. An audit of resident Braden assessments was conducted to ensure those who have a score under 12 have preventative interventions in place on their care plans to reduce the risk of pressure ulcers by 1/27/2023 by the DON. To correct the deficiency and to ensure the problem does not recur, the DON and ADON were provided 1:1 education to ensure all residents with pressure ulcers have preventative interventions including dietary interventions on 2/1/2023 by the Regional Nurse Consultant. The DON and/or designee will audit all residents with pressure ulcers 3x weekly for 4 weeks, then 2x weekly for 4 weeks, and then 1x weekly and PRN to ensure continued compliance. As part of Accura Healthcare of Ames ongoing commitment to quality assurance, the DON and/or designee will report identified concerns through the community's QA Process.			2/1/2023

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Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date
58.20(1)	**481—58.20(135C) Duties of health service supervisor.** Every nursing facility shall have a health service supervisor who shall: **58.20(1)** Direct the implementation of the physician's orders; (I, II) **DESCRIPTION** Based on clinical record reviews, facility policy review, staff, Pharmacist, and Advance Registered Nurse Practitioner (ARNP) interviews, the facility failed to provide 3 of 5 residents (Resident #19, #34, and #50) with medications as ordered. On 4/13/22 Resident #19 received another resident's medications. Resident #19 required an overnight hospitalization due to chest pain experienced after receiving the medication. In addition, the facility gave a medication not as ordered to Resident #34 on 1/26/22 during an observation. This resulted in an excess of an anticonvulsant medication given. The facility also failed to administer Resident #50 hypertensive extended release (ER) medication as directed by crushing the medication, thus changing the release time of the medication. The facility reported a census of 64 residents. Findings include: 1. Resident #19's quarterly Minimum Data Set (MDS) assessment dated 4/7/22 documented a	I	$4000 Held in Suspension	Upon Receipt

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	Brief Interview of Mental Status (BIMS) score of 14, indicating no cognitive impairment. The MDS revealed she is independent with bed mobility, transfers, walking, and eating. The MDS documented a diagnosis of schizophrenia. The MDS indicated that Resident #19 use an antipsychotic medication for seven out of seven days in the lookback period. Resident #19's Clinical Census identified that on 4/13/22 she went to the hospital and returned on 4/14/22 to the facility. The facility document titled, Self-Report, dated 1/24/23 for Resident #19 documented on 4/13/22 that at approximately 7:58 AM, Resident #19 received medications not prescribed for her at approximately 7:15 AM. The form listed that while Staff H, Licensed Practical Nurse (LPN), did her morning medication pass, she mistakenly administered the following medications to Resident #19. a. Fetzima 120 milligrams (mg) (antidepressant medication) b. Jardiance 25 mg (diabetic medication) c. Metformin XR 1,000 mg (diabetic medication) d. Zyprexa 2.5 mg (antipsychotic medication) e. Perphenazine 24 mg (antipsychotic medication) The document instructed the facility notified Resident #19 family, psychiatric nurse, Nurse Practitioner, and Poison Control. Poison Control			

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	recommended that Resident #19 went to the emergency room, but she refused. At approximately 10:40 AM, while onsite at the facility, Staff F, Advanced Registered Nurse Practitioner (ARNP), gave an order to send Resident #19 to the Emergency Department (ED) for chest pain. Resident #19 got admitted to the local hospital from the ED for nursing observation. The History and Physical (H&P) from the local hospital dated 4/13/22 documented Resident #19 got evaluated at the local ED and is doing well, but she did have palpitations (feelings of having a fast-beating, fluttering, or pounding heart) and some left-sided chest discomfort with some nausea, but no vomiting. On 1/26/23 at 12:32 PM Staff G, Pharmacist, explained that the medications Resident #19 received in error on 4/13/22, Zyprexa and Perphenazine, may cause some drowsiness. He reported that he could speculate other side effects that could have happened, but he believed that medication error could cause those side effects. On 1/26/23 at 12:36 PM Staff F revealed that the error happened due to Resident #19 having the same first name as another resident. She added that Resident #19 also has a psychiatric doctor that she consulted and decided to keep her at the facility unless symptoms occur. She explained that			

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	when she arrived onsite on 4/13/22, Resident #19 was expressing symptoms of chest pain. At that time, they decided to send her to the local ED. Staff F revealed that Resident #19 likely had chest pain due to her anxiety. On 1/26/23 at 12:39 PM Staff H verified that she administered Resident #19 the wrong medications on 4/13/22. She reported Resident #19 as the first person she gave medications to that morning and the medications were right next to another resident in the cart with the same first name. She expressed that she immediately called the ARNP and checked Resident #19's vitals when she realized that she made the error. She expressed that she also called the nurse manager on call and informed Resident #19. After Resident #19 started having a complaint of chest pain, Staff F arrived to the facility and sent Resident #19 to the local hospital. She revealed she received education on the situation and that the facility fired her later that day. The facility's undated policy titled, Medication Administration Procedures, instructed staff to identify the resident before administering medications. 2. On 1/26/23 beginning at 8:06 am observed Staff C, Certified Medication Aide (CMA), prepare the medications for Resident #34. Staff C poured liquid, levetiracetam 100 mg/ml, into a plastic medication			

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	cup as she held it up in the air. The medication cup appeared to hold 10 milliliters (ml) of medication, equaling 1000 mg. Resident #34's January 2023 Medication Administration Record (MAR) listed an order for levetiracetam 750 mg by mouth two times a day. 3. During this continuous observation on 1/26/23 watched Staff C prepare Resident #50's medications, including metoprolol 25 mg, extended release (a blood pressure medication). After Staff C prepared all of Resident #50's medications, she poured his medications into a pouch, including the metoprolol, and crushed the medications using a pill crusher. Then she mixed the crushed medications with pudding. Staff C reported that she crushed all of the medications. The Care Plan Problem dated 11/10/22 indicated that Resident #50 had a risk for adverse side effects (ASE) from high risk medications. The included Intervention dated 11/10/22 instructed the staff that Resident #50 takes anti-hypertensive medications. Please administer them to him as ordered. The document labeled which tablets should never be crushed updated 11/10/21 included a section regarding Controlled release medications. The section directed that these medications are			

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Facility name Accura Healthcare of Ames, LLC		**Survey dates** **01/23/2023 - 01/26/2023**	
Facility address 3440 Grand Avenue			
City Ames	**JB**		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date
	designed to release medicine over an extended period to allow less frequent administration. Crushing may mean a fatal dose is released. Some slow-release tablets are scored and can be divided or halved, but not crushed. Examples include Toprol XL (metoprolol succinate) and Sinemet CR (carbidopa and levodopa). On 1/26/23 at 9:38 am, the Pharmacist Consultant stated the Metoprolol extended release should not be crushed. On 1/26/23 at 12:03 pm, Staff C explained that she knew that metoprolol should not be crushed and that she did it by mistake. She stated her procedure for liquid medications is to look at the lines on the medication cup and measure it. An undated document titled Medication Administration Procedures directed the staff regarding general procedures to follow for all medications: a. Note any allergies or contraindications the resident may have prior to drug administration b. Oral medication administration: - If the medication is liquid, pour the correct amount directly into a graduated medication cup or measuring device provided with the liquid.			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to Iowa Code section 135C.43A (2013).

Facility Administrator

Date

Department of Inspections and Appeals
Health Facilities Division
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	FACILITY RESPONSE F760 In continuing compliance with F760, Residents are Free of Significant Med Errors, Accura Healthcare of Ames terminated the employment of Staff H, LPN on 4/13/2022. Accura Healthcare of Ames provided 1:1 education to Staff C, CMA on administering Extended Release medications and that those medications should not be crushed on 1/26/2023 by the DON. Accura Healthcare of Ames provided 1:1 education to Staff C, CMA on the correct way of administering liquid medications on 2/1/2023 by the DON. To correct the deficiency and to ensure the problem does not recur, all licensed nurses and CMA's were educated on the correct way to administer liquid medications and to ensure medications that cannot be crushed when administering them are not crushed on 2/1/2023 by the DON. An audit was completed on all residents with orders to crush medications to ensure they are not on medications that cannot be crushed and/or medications that cannot be crushed will be added to additional directions to MAR to alert Nursing Staff to not crush those medications on 1/30/2023 by the DON. The DON and/or designee will audit medication pass 3x weekly for 4 weeks, 2x weekly for 4 weeks, and then 1x weekly for 4 weeks and then PRN to ensure continued compliance. As part of Accura Healthcare of Ames ongoing commitment to quality assurance, the DON and/or designee will report identified concerns through the community's QA Process.			2/1/2023

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