OK 10/31/17

PRINTED: 09/27/2017
FORM APPROVED

DEPARTMENT OF INSPECTIONS AND APPEALS

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	S0258	A. BUILDING: _____ B. WING _____	C 09/21/2017

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VISTA PRAIRIE AT KEELSON HARBOUR	2810 AURORA AVENUE SPIRIT LAKE, IA 51360

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
A 000	481-67 Initial Comments Assisted Living Programs are defined by the type of population served. The census numbers were provided by the Program at the time of the on-site. Dementia-Specific Program by Definition Number of tenants without cognitive disorder: 48 Number of tenants with cognitive disorder: 7 Total Population of Program at time of on-site: 55 Dementia-Specific Program by Dedication Number of tenants without cognitive disorder: 1 Number of tenants with cognitive disorder: 18 Total Population of Program at time of on-site: 19 TOTAL census of Assisted Living Program: 74 The following regulatory insufficiencies were cited during the Investigation of Complaints #68561-C, #68781-C, #69055-C and Incident #69059-I.	A 000	See attached Plan of Correction DO — 10/12/17	
A 014	481-67.3(3) Tenant Rights 481-67.3 Tenant rights. All tenants have the following rights: 67.3(3) To receive respect and privacy in the tenant's medical care program. Personal and medical records shall be confidential, and the written consent of the tenant shall be obtained for the records' release to any individual, including family members, except as needed in case of the tenant's transfer to a health care facility or as required by law or a third-party payment contract.	A 014		

DIVISION OF HEALTH FACILITIES - STATE OF IOWA
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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A 014	Continued From page 1 This REQUIREMENT is not met as evidenced by: Based on interviews and record review, the Program failed to keep medical information private for 1 of 6 tenants reviewed (Tenant #6). Findings include: According to a Program Document written by the Executive Director (ED) dated 6-28-17, she was approached by Tenant #6's family who reported a staff called medical symptoms Tenant #6 was having to another family. Tenant #6's physician was contacted and a doctor's appointment was set up. The ED apologized to the family, stated it was a serious issue and it would be addressed with staff to prevent this from happening again. Staff were re-educated and a new communication tool was implemented to help with clearer communications. Staff A was spoken with and re-educated. When interviewed on 9-18-17 at 4:12 pm Staff A stated shortly after she was hired she was asked to call Tenant #6's family to discuss a medical issue Tenant #6 was having. She did not realize there were two tenants with the same first name, thus she pulled the wrong chart and subsequently called the wrong family. She did not know there were two tenants with the same first name. The person she spoke with responded "okay." Later the ED told her what had happened. She stated she felt horrible and now made sure she is looked at the correct tenant's file.	A 014		

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A 014	Continued From page 2 On 9-20-17 at 11:18 a.m., the ED confirmed confidentiality was not protected regarding Tenant #6's medical condition.	A 014		
A 089	481-69.26(4)a Service Plans 481-69.26(231C) Service plans. 69.26(4) The service plan shall be individualized and shall indicate, at a minimum: a. The tenant's identified needs and preferences for assistance This REQUIREMENT is not met as evidenced by: Based on record review the Program failed to ensure service plans included identified tenant needs and preferences for assistance. This affected 3 of 6 tenants reviewed (Tenants # 3, #4 & #6). Findings include: Review of Tenant #3's service plan dated 8-21-17 revealed the tenant needed some help with bathing and showering. Tenant #3 also needed some help or setup with grooming/hygiene (teeth, dentures, hair). Tenant #3's service plan did not indicate the frequency of bathing or frequency of needed assistance with grooming/hygiene. Review of Tenant #4's service plan dated 9-6-17 revealed Tenant #4 needed extensive help with bathing and showering due to little or no participation from the tenant. Tenant #4 also required help with grooming and hygiene (teeth or dentures, shaving, hair). Tenant #4's service plan did not indicate the frequency of bathing/showering or frequency of needed	A 089		

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A 089	Continued From page 3 assistance with grooming/hygiene. Review of Tenant #6's file revealed a physician order dated 6-28-17 for baby shampoo to be applied to eyelids daily. According to an MD Visit/Contact note to the physician dated 9-5-17, Tenant #6 often refused showers or whirlpools and was combative with staff trying to assist. In response a physician order dated 9-5-17, indicated Tenant #6 was to be offered a whirlpool or shower weekly and .5mg of Risperdal could be given on bath days. Tenant #6's service plan dated 8-3-17 indicated he/she required extensive assistance with bathing and showering due to little or no participation from the tenant. Assistance was required with grooming and hygiene (teeth, dentures, hair). The tenant's eyes were to be washed 3 times a day with baby shampoo. The service plan did not indicate the frequency of bathing/showering or frequency of needed assistance with grooming/hygiene. In addition, the service plan did not reflect the tenant could receive Risperdal on bath days. Finally, the service plan indicated the tenant's eyes were to be washed 3 times daily with baby shampoo. The physician's order dated 6-28-17 was for baby shampoo to be applied to eyelids on a daily basis.	A 089		

OK 10/31/17

Plan of Correction

Tag 014 Tenant Rights 67.3(3) To receive respect and privacy in the tenant's medical care program. Personal and medical records shall be confidential, and the written consent of the tenant shall be obtained for the records' release to any individual, including family members, except as needed in case of the tenant's transferto a health care facility or as required by law or a third-party payment contract.

- Elements detailing how the Program will correct each regulatory insufficiency.
  - Nurse training was immediately completed with Staff A when the error of reporting information to the wrong family was reported to the Executive Director. Reviewed again with licensed nurses on September 28th.
  - All licensed nurses were educated regarding family contact about specific tenant private information.

- What measures will be taken to ensure the problem does not recur.
  - Licensed nurses will audit health records to assure correct contact person is listed at the top of the contacts list
  - Licensed nurses verify first and last name and apartment number of residents when planning family contact

- How the Program plans to monitor performance to ensure compliance.
  - A sample audit will be completed monthly from the list of residents with order changes to review for progress note reflecting name of person contacted

- The date by which the regulatory insufficiency will be corrected.
  - September 29, 2017

Tag 089 Service Plans 69.26(4) The service plan shall be individualized and shall indicate, at a minimum:
a. The tenant's identified needs and preferences for assistance;

- Elements detailing how the Program will correct each regulatory insufficiency.
  - Nurse training regarding Service Plan development was completed on September 28th
  - Tenant's #3, 4, and 6 Service Plans will be reviewed and updated to more specifically address their needs and preferences for assistance.

- What measures will be taken to ensure the problem does not recur.
  - All tenants' Service Plans will be reviewed and revised accordingly to more specifically address their needs and preferences for assistance.

- How the Program plans to monitor performance to ensure compliance.
  - A sample audit of resident Service Plans will be review monthly following the Nurse Review to determine the specificity of the Service Plan developed when Service Plans are written or updated

- The date by which the regulatory insufficiency will be corrected.
  - October 27, 2017

RD 10/31/17