✓ 2/3/20 OK 1/30/2020

PRINTED: 12/17/2019
FORM APPROVED

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IAALP030	A. BUILDING _____ B. WING _____	11/06/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BICKFORD COTTAGE II SIOUX CITY	4022 INDIAN HILLS DR SIOUX CITY, IA 51108

(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	Initial Comments Assisted Living Programs for People with Dementia are defined by the population served. The census numbers were provided by the Program at the time of the on-site. General Population: 0 Number of tenants without cognitive disorder: 0 Number of tenants with cognitive disorder: 0 Memory Care Unit: 26 Number of tenants without cognitive disorder: 0 Number of tenants with cognitive disorder: 26 TOTAL Census of Assisted Living Program for People with Dementia : 26 The following regulatory insufficiencies were cited during the recertification conducted to determine compliance with certification for an Assisted Living Program - Dementia Specific.	A 000	See attached POC 12/23/19	
A 039	481-69.23(1)b Criteria for Admission/Retention of Tenants 481-69.23(231C) Criteria for admission and retention of tenants. 69.23(1) Persons who may not be admitted or retained. A program shall not knowingly admit or retain a tenant who: b. Requires routine, two-person assistance with standing, transfer or evacuation This Requirement is not met as evidenced by: Based on observations, interview and record review the Program failed to consistently discharge tenants who exceeded criteria for admission and retention. (Tenants #1 and #2) Observations on 11/4/19 revealed Tenant #1 and	A 039		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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A 039	Continued From Page 1 #2 sat in wheelchairs during the evening meal. Observations on 11/5/19 at 10:05 a.m. revealed two staff transferred Tenant #1 to the toilet. Staff asked Tenant #1 to open her eyes and stand so we can go to the bathroom. Tenant #1 responded "No." Staff again asked Tenant #1 if she could be strong and stand and Tenant #1 said, "I don't know." Staff said, "Be strong and stand for us. Are you ready?" When Tenant #1 did not respond, staff asked for a hug and guided her arms behind her head. One staff pulled up her skirt and her incontinence brief down while the other held Tenant #1 up as she was not using her legs for support. After given time to use the toilet, staff asked Tenant #1 if she was ready to stand up but she wouldn't. Staff asked Tenant #1 for a hug and when staff attempted to lift Tenant #1 she said "Owwwww!" and tried to sit back down on the toilet. One staff held Tenant #1 while the other wiped her and pulled up her pants. Observations on 11/5/19 at 10:20 a.m. revealed two staff transferred Tenant #2 to the toilet. Staff said to Tenant #2 we are going to take you to the toilet as they wheeled her down the hallway. Staff told Tenant #2 they were going to help her use the toilet and she needed to help. Staff instructed Tenant #2 to stand on three. Tenant #2 did not respond and staff each took an arm and lifted her to the toilet. One staff held Tenant #2 while the other took down her pants and incontinent brief. When Tenant #2 was finished on the toilet. staff asked Tenant #2 if she was ready to get up. Tenant #2 did not respond. Staff told Tenant #2 they were going to get her up from the toilet and staff lifted Tenant #2 one on each arm. Observations on 11/6/19 at 7:55 a.m. revealed Tenant #1 and #2 up and seated in wheelchairs in the hallway. At 8:35 a.m. Tenant #1 remained	A 039		

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A 039	Continued From Page 2 seated in her wheelchair and Tenant #2 sat at the dining room table eating. At 8:37 a.m. staff wheeled Tenant #1 to her spot at the table to eat. When interviewed at 8:37 a.m. Staff C confirmed neither Tenant #1 or #2 could propel themselves in their wheelchairs. Observations on 11/6/19 at 9:10 a.m. revealed staff asked Tenant #2 to pick up her feet as she wheeled her to the bathroom. Staff told her she was going to sit on the toilet. When two staff and Tenant #2 arrived in the bathroom staff asked Tenant #2, Are you ready to help?" Tenant #2 did not respond. Staff asked for a big hug and lifted Tenant #2 while the other staff wiped, pulled up brief and pants. Further observations at 9:20 a.m. revealed staff wheeled Tenant #2 to the library. At 9:22 a.m. staff told Tenant #2 they were going to help her into a chair. Two staff assisted Tenant #2 into a chair. Observations on 11/6/19 at 9:45 a.m. revealed staff asked Tenant #1 to pick up her foot so they could push her in her wheelchair. At 9:50 a.m. staff said to Tenant #1 we are going to help you sit on the toilet, "Can you help me stand up?" Tenant #1 responded "Ouch!" and struggled and grabbed at staff. Once staff got Tenant #1 up she said, "I can't hold." At 10:00 a.m. staff asked Tenant #1 if she was done and she responded, "I don't know." Staff asked Tenant #1 if she wanted to get up and she did not answer, at 10:02 a.m. staff approached Tenant #1 to get her up from the toilet and asked if she was done, she responded, "Yeah." Staff asked, "Can you stand up? Give me a hug." Staff wrapped Tenant #1's arms around her neck lift while another staff wiped and pulled up the brief and pants. Staff pushed Tenant #1 to the common area for music where they transferred her from wheelchair to the couch. When interviewed on 11/5/19 at 9:40 a.m. and 10:05 a.m. Staff A reported both Tenants #1 and	A 039		

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A 039	Continued From Page 3 #2 required a two person assist more often than not. Staff A said Tenant #1 often fought standing during the transfer. She also confirmed staff are required to assist Tenants #1 and #2 to use the toilet when they got up in the morning, after breakfast, the noon meal, the evening meal and before they went to bed. When interviewed on 11/5/19 at 10:05 a.m. Staff C reported both Tenants #1 and #2 required a two person assist more often than not. On 11/6/19 at 8:37 a.m. Staff C confirmed neither Tenant #1 or #2 could propel themselves in their wheelchair. Staff pushed them to and from the dining room and activities. She also added she hurt her back attempting to transfer the tenants by herself. When interviewed on 11/5/19 at 10:20 a.m. Staff D said both Tenants #1 and #2 required a two person assist more often than not. When interviewed on 11/6/19 at 9:18 a.m. Staff E stated both Tenants #1 and #2 required a two person assist more often than not. At 9:55 a.m. she confirmed staff took both tenants to the bathroom when they got them up in the morning (once on the toilet and once off the toilet), after breakfast (once on the toilet and once off the toilet), after the noon meal (once on the toilet and once off the toilet) after the evening (once on the toilet and once off the toilet) and before bed (once on the toilet and once off the toilet). In addition she said they transferred the tenants throughout the day to couches or chairs for activities. She admitted they had not been transferring the two tenants to dining room chairs for meals. When interviewed on 11/5/19 at 10:20 a.m. and 11/6/19 at 8:40 a.m. Staff F said Tenants #1 and #2 required a two person assist more often than not. According to Staff F she began her	A 039		

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A 039	Continued From Page 4 employment in May and since that time both tenants needed two person assists especially to use the toilet. Staff F said they are required to toilet both Tenants #1 and #2 when they got up in the morning, after breakfast, lunch and dinner and before bed at night. In addition they tried to transfer both tenants out of wheelchairs throughout the day during activities. She confirmed Tenants #1 and #2 sat in their wheelchairs during breakfast both mornings. According to Staff F Tenant #1 and #2 could not propel themselves in their wheelchairs so staff needed to push them wherever they went throughout the Program. When interviewed on 11/6/19 at 8:03 a.m. Staff G confirmed both Tenants #1 and #2 requires two person assists more often than not and that the other two aides working that day got them up and ready for the day. She confirmed both Tenants #1 and #2 used wheelchairs throughout their day and staff pushed them from place to place. Staff G said staff were required to assist Tenant #1 and #2 to use the toilet when they got up in the morning, after breakfast, the noon meal, the evening meal and before they went to bed. When interviewed on 11/6/19 at 10:12 a.m. The Registered Nurse Coordinator (RNC) acknowledged transfers for bathroom trips could be more difficult for staff with Tenants #1 and #2. She said she did not feel the tenants required two person assist more often than not. After discussing the number of times the staff transferred Tenants #1 and #2 for toileting purposes she acknowledged the number of two person assists may be more often than not. During the exit interview on 11/6/19 at 10:45 a.m. the Division Nurse confirmed the number of times the staff transferred Tenant #1 and #2 to the toilet	A 039		

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A 039	Continued From Page 5 compromised a majority of transfers assisted by staff.	A 039		
A 121	481-69.30(1) Dementia Specific Education for Personnel 481-69.30(231C) Dementia-specific education for program personnel. 69.30(1) All personnel employed by or contracting with a dementia-specific program shall receive a minimum of eight hours of dementia-specific education and training within 30 days of either employment or the beginning date of the contract, as applicable. This Requirement is not met as evidenced by: Based on interview and record review the Program failed to ensure staff received eight hours of dementia-specific education within 30 days of beginning employment for 1 of 3 staff reviewed (Staff B). Finding follows: Record review on 11/5/19 revealed the Program hired Staff B on 5/24/19. According to available documentation Staff B completed eight hours of dementia training on 6/30/19 which was not within 30 days of employment. On 11/6/19 the the Director confirmed the date Staff A completed dementia noted on documentation which indicated Staff B had not completed the training within the required time period.	A 121		

UK 11301000 2/3/20

Plan of Correction
Bickford of Sioux City

A 039 Criteria For Admission/Retention of Tenants

Regulatory Insufficiency: The Program failed to consistently discharge tenants who exceed admission/discharge criteria.

Plan of Correction:

The insufficiency will be corrected as follows:

- Tenant #1 expired 12/14/19.
- RNC and Director issued 30 day notice to Tenant #2 on 12/23/19.

The following measures will be taken to ensure the problem does not recur:

- The RNC will ensure tenants are appropriate for Assisted Living during annual assessments and any condition changes.

The program will monitor performance to ensure compliance as follows:

- The Divisional RNC will complete an annual audit to ensure the Program will not retain tenants that exceed admission/discharge criteria.

Date deficiencies corrected: 12/23/19

A 121 Dementia Specific Education for Personnel

Regulatory Insufficiency: All personnel employed by or contracting with a dementia-specific program shall receive a minimum of eight hours of dementia-specific education and training within 30 days of either employment or the beginning date of the contract, as applicable.

Plan of Correction:

- Staff B completed dementia education on 6/30/19 and was hired on 5/24/19.

The following measures will be taken to ensure the problem does not recur:

- Director to schedule new hire dementia training within their first 30 days of hire.

The program will monitor performance to ensure compliance as follows:

- The Divisional Director of Operations will complete an annual audit to ensure the Program is within compliance for dementia training within 30 days of hire.

Date deficiencies corrected: 6/30/19