STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IAALP210	A. BUILDING _____ B. WING _____	02/04/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CRESCO ASSISTED LIVING	1004 NORTH ELM STREET CRESCO, IA 52136

(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 are defined by the type of population served. The census numbers were provided by the Program at the time of the on-site. Number of tenants without cognitive disorder: 22 Number of tenants with cognitive disorder: 0 TOTAL census of Assisted Living Program: 22 The investigation of Complaint #86751-C resulted in regulatory insufficiencies.	A 000	See attached POC 3/5/20	
A 013	481-67.3(2) Tenant Rights 481-67.3 Tenant rights. All tenants have the following rights: 67.3(2) To receive care, treatment and services which are adequate and appropriate. This Requirement is not met as evidenced by: Based on interview and record review the Program did not provide care, treatment and services that were adequate and appropriate regarding a tenant's wound and treatment. This pertained to 1 of 4 tenants reviewed (Tenant #2). Findings follow: 1. Record review on 2-3-20 and 2-4-20 of Tenant #2's file revealed diagnoses included: lymphedema, gout and diabetes mellitus. Tenant #2 was discharged on 10-3-19. A Progress Note document dated 9-13-19 reflected a physician's order indicated the tenant needed daily dressing changes. Continued review	A 013		

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

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A 013	Continued From Page 1 revealed following physician orders: -Wash legs with soap and water and then pat dry. -Apply urea lotion to lower bilateral legs, -Apply Hydrogel to the left heel ulcer, the left leg wound to the anterior shin and to the right scab/wound to the right lower extremity anterior shin. -Wrap bilateral lower extremities with ACE wraps. -Remove ACE wraps and use pneumatic compression at bedtime. -Repeat every morning or shortly after getting out of bed. -Elevate legs above heart level as often as possible daily. Progress notes indicated Tenant #2 would be seen in the wound clinic on 9-17-19. Record review revealed a hospital discharge summary (Emergency Department) dated 9-17-19 indicated Tenant #2 was diagnosed with a diabetic foot ulcer. He was to follow up with wound care in three to four days. New medications ordered included: Tramadol 50 milligram (mg), take one tablet, orally, every four as needed for pain and Cephalexin 500 mg capsule, take one capsule, orally, four times per day for 10 days. Continued record review revealed Progress Notes indicated the following: -On 7-23-19 it was noted the Previous Director and a board member went to Tenant #2's apartment (24 hour notice was given yesterday). Piles of garbage, dirt covering the floors, urine in cups and flower pots were noted. Cleanliness and safety concerns were discussed with Tenant #2. A return visit would be made in seven days to inspect the apartment again.	A 013		

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A 013	Continued From Page 2 -On 7-25-19 it was noted Tenant #2 had a whirlpool that morning and his body was covered in yogurt. It was the third whirlpool in a row that it occurred. -On 8-13-19 it was noted staff cleaned his apartment and strong urine odors were noted and there were gnats in the apartment. -On 9-16-19 it was noted Tenant #2 gave the Previous Director orders from 9-13-19 for leg cares. Tenant #2 refused to let her complete the orders and said he would see the wound clinic tomorrow and they would take care of his legs. -On 9-17-19 it was noted Tenant #2 left to the wound clinic for the left heel appointment. -On 9-19-19 it was noted the Previous Director delivered medications including: Cephalexin and Tramadol to Tenant #2 and asked if there was any instructions for her regarding the left heel dressing changes. Tenant #2 said he did not want her to do anything with heel or dressing change. -On 9-20-19 it was noted Tenant #2 called the office and requested his left foot dressing be changed. Tenant #2 did not want the Previous Director to come to his apartment but did come to the office. The bandages were removed, Tenant #2's heel was cleansed and dressed with Bacitracin. It was noted it was a stage two pressure ulcer on the heel. It was recommended Tenant #2 get an appointment at the wound clinic as soon as he could. -On 9-23-19 it was noted Tenant #2 asked staff to change the dressing to the foot. Staff contacted the Previous Director and set up a meeting in her office as Tenant #2 did not want staff in his apartment. The previous dressing was no longer	A 013		

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A 013	Continued From Page 3 covering the wound and a moderate amount of serosanguinous drainage was noted. A foul odor was noted when the dressing was removed and it was cleansed with saline and gauze. The center of the wound bed was black eschar and the surrounding eschar was beefy and red. The wound edges were noted as indurated and the skin around it was slightly pink. A new dressing was applied and Tenant #2 was encouraged to keep his appointment at the wound clinic and to comply with dressing changes. Education was provided regarding elevating the leg, keeping the wound covered and clean and completing the antibiotic he was prescribed. -On 9-24-19 it was noted Tenant #2 came to the Previous Director's office and requested a change to the left heel dressing. The dressing was change which was "saturated in purulent drainage." -On 9-26-19 it was noted an inspection of Tenant #2's apartment occurred and a strong urine odor was noted, full containers of urine were around Tenant #2 and his chair was full of urine. Under the chair there were four pairs of soiled underwear and dirt was noted on the apartment floor. There was less garbage and clutter in the living room than at the time of the last walk-through inspection. -On 9-26-19 it was noted Tenant #2 allowed the Previous Director to come to to his apartment after the walk-through inspection to change the dressing to the left heel. The wound bed remained black with red and pink tissue surrounding it. It was a stage two pressure ulcer. -On 10-1-19 it was noted Tenant #2 smelled strongly of urine and had not bathed for three weeks.	A 013		

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A 013	Continued From Page 4 -On 10-3-19 it was noted Tenant #2's hip "popped" out. Other tenants who were sitting in the balcony area heard Tenant #2 fall and alerted staff. Tenant #2 was transported out to the hospital. Further record review revealed the September 2019 MARs did not reflect the wound care orders dated 9-13-19 and noted on 9-16-19. The MARs also did not reflect the completion of the wound care orders as indicated in Progress Notes. The July, August and September 2019 MARs reflected an order for compression stockings, on every morning or after bath/shower and off every evening. The three months of MARs reflected less than five entries when initials were recorded for the task as it was documented as refused or not documented on the remaining entries. Additionally, Tenant #2's file lacked communication to Tenant #2's physician regarding non-compliance at times with the wound care orders, treatments and bathing. Tenant #2's file lacked nurses' notes, a completed 90 day nurse review, current evaluations and updated service plan related to the wound and treatment. 2. When interviewed on 2-4-20 at 11:49 a.m. Nurse #1 (attached nursing facility nurse) revealed one time she assisted Tenant #2 with his dressing change. Tenant #2 had been resistive to staff helping. She talked to him about going to the wound clinic. Tenant #2 asked Nurse #1 if she could change it daily. She told him to talk to the staff at the Program and the Previous Director was there. The Previous Director told Nurse #1 that Tenant #2 did not let her change the dressing. Tenant #2 told Nurse #1 he refused. He told her he would think about letting the Previous Director do it and he would follow up with the wound clinic.	A 013		

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A 013	Continued From Page 5 When interviewed on 2-4-20 at 2:59 p.m. and 4:00 p.m. the Administrator indicated all MARs for Tenant #2 were provided. The Previous Director was no longer employed by the Program effective 10-3-19. 3. In summary, Tenant #2 had diagnoses that included lymphedema, gout and diabetes mellitus. He had a diabetic foot ulcer, which was staged at a two. Wound care orders were received and noted; however, were not transcribed to the MAR. The wound care was not completed at the frequency ordered and Tenant #2's refusals of the wound care were not documented on the MAR. When the wound care was competed by staff it was not documented as completed on the MAR. The physician was not made aware of Tenant #2's non-compliance or refusals regarding the wound care and treatments. Tenant #2 did not receive care, services and treatment that were adequate and appropriate.	A 013		
A 037	481-69.22(2) Evaluation of Tenant 481-69.22(231C) Evaluation of tenant. 69.22(2) Evaluation within 30 days of occupancy and with significant change. A program shall evaluate each tenant's functional, cognitive and health status within 30 days of occupancy. A program shall also evaluate each tenant's functional, cognitive and health status as needed with significant change, but not less than annually, to determine the tenant's continued eligibility for the program and to determine any changes to services needed. The evaluation shall be conducted by a health care professional or human service professional. A licensed practical nurse may complete the evaluation via nurse delegation when the tenant has not	A 037		

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A 037	Continued From Page 6 exhibited a significant change. This Requirement is not met as evidenced by: Based on interview and record review the Program failed to complete evaluations within 30 days of taking occupancy and as needed with significant change. This pertained to 4 of 4 tenants reviewed (Tenants #1, #2, #3 and #4). Findings follow: 1. Record review on 2-3-20 and 2-4-20 of Tenant #1's file revealed an admission date of 8-11-19. Initial cognitive, health and functional evaluations were completed on 8-11-19 and were subsequently completed on 10-4-19. Evaluations were not completed within 30 days of taking occupancy. Continued record review revealed the Health and Functional Assessment dated 11-4-19 reflected Tenant #1 was independent with transfers. Care/Chore Logs reflected over 15 times assistance with transfers was documented as completed from 11-1-19 to 12-5-19. Further record review revealed cognitive, health and functional evaluations were not completed for as needed with significant change with Tenant #1's increased need and assistance for transfers. 2. Record review on 2-3-20 and 2-4-20 of Tenant #2's file revealed diagnoses included: lymphedema, gout and diabetes mellitus. Tenant #2 was discharged on 10-3-19. A Progress Note document dated 9-13-19	A 037		

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A 037	Continued From Page 7 reflected a physician's order for Tenant #2 to eceive dressing changes daily. Continued review the following additional physician orders: -Wash legs with soap and water and then pat dry. -Apply urea lotion to lower bilateral legs, -Apply Hydrogel to the left heel ulcer, the left leg wound to the anterior shin and to the right scab/wound to the right lower extremity anterior shin. -Wrap bilateral lower extremities with ACE wraps. -Remove ACE wraps and use pneumatic compression at bedtime. -Repeat every morning or shortly after getting out of bed. -Elevate legs above heart level as often as possible daily. Tenant #2 would be seen in the wound clinic on 9-17-19. A hospital discharge summary (Emergency Department) dated 9-17-19 indicated Tenant #2 was diagnosed with a diabetic foot ulcer. He was to follow up with wound care in three to four days. New medications ordered included: Tramadol 50 milligram (mg), take one tablet, orally, every four as needed for pain and Cephalexin 500 mg capsule, take one capsule, orally, four times per day for 10 days. Continued record review revealed Progress Notes indicated the following: -On 7-23-19 it was noted the Previous Director and a board member went to Tenant #2's apartment (24 hour notice was given yesterday). Piles of garbage, dirt covering the floors, urine in cups and flower pots were noted. Cleanliness and safety concerns were discussed with Tenant #2. A return visit would be made in seven days to	A 037		

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A 037	Continued From Page 8	A 037		

inspect the apartment again.

-On 7-25-19 it was noted Tenant #2 had a whirlpool that morning and his body was covered in yogurt. It was the third whirlpool in a row that it had happened.

-On 8-13-19 it was noted staff cleaned his apartment and strong urine odors were noted and there were gnats in the apartment.

-On 9-16-19 it was noted Tenant #2 gave the Previous Director orders from 9-13-19 for leg cares. Tenant #2 refused to let her complete the orders and said he would see the wound clinic tomorrow and they would take care of his legs.

-On 9-17-19 it was noted Tenant #2 left to the wound clinic for the left heel appointment.

-On 9-19-19 it was noted the Previous Director delivered medications including: Cephalexin and Tramadol to Tenant #2 and asked if there was any instructions for her regarding the left heel dressing changes. Tenant #2 said he did not want her to do anything with heel or dressing change.

-On 9-20-19 it was noted Tenant #2 called the office and requested his left foot dressing be changed. Tenant #2 did not want the Previous Director to come to his apartment but did come to the office. The bandages were removed, Tenant #2's heel was cleansed and dressed with Bacitracin. It was noted it was a stage two pressure ulcer on the heel. It was recommended Tenant #2 get an appointment at the wound clinic as soon as he could.

-On 9-23-19 it was noted Tenant #2 asked staff to change the dressing to the foot. Staff contacted the Previous Director and set up a meeting in her

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A 037	Continued From Page 9	A 037		

office as Tenant #2 did not want staff in his apartment. The previous dressing was no longer covering the wound and a moderate amount of serosanguinous drainage was noted. A foul odor was noted when the dressing was removed and it was cleansed with saline and gauze. The center of the wound bed was black eschar and the surrounding eschar was beefy and red. The wound edges were noted as indurated and the skin around it was slightly pink. A new dressing was applied and Tenant #2 was encouraged to keep his appointment at the wound clinic and to comply with dressing changes. Education was provided regarding elevating the leg, keeping the wound covered and clean and completing the antibiotic he was prescribed.

-On 9-24-19 it was noted Tenant #2 came to the Previous Director's office and requested a change to the left heel dressing. The dressing was change which was "saturated in purulent drainage."

-On 9-26-19 it was noted an inspection of Tenant #2's apartment occurred and a strong urine odor was noted, full containers of urine were around Tenant #2 and his chair was full of urine. Under the chair there were four pairs of soiled underwear and dirt was noted on the apartment floor. There was less garbage and clutter in the living room than at the time of the last walk-through inspection.

-On 9-26-19 it was noted Tenant #2 allowed the Previous Director to come to to his apartment after the walk-through inspection to change the dressing to the left heel. The wound bed remained black with red and pink tissue surrounding it. It was a stage two pressure ulcer.

-On 10-1-19 it was noted Tenant #2 smelled

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A 037	Continued From Page 10 strongly of urine and had not bathed for three weeks. -On 10-3-19 it was noted Tenant #2 hip "popped" out. Other tenants who were sitting in the balcony area heard Tenant #2 fall and alerted staff. Tenant #2 was transported out to the hospital. Further record review revealed cognitive, health and functional evaluations were last completed on 6-12-19 (90 day review). Evaluations were not completed as needed with significant change including: the concerns regarding the apartment cleanliness and inspections, bathing not completed, Tenant #2's wound, wound treatment, non-compliance with wound treatment and wound clinic visits. 3. Record review on 2-3-20 and 2-4-20 of Tenant #3's file revealed a service plan dated 10-13-19 reflected Tenant #3 completed a sponge bath independently and on 10-24-19 Tenant #3 would have staples and sutures removed from her abdomen. Tenant #3 then wanted staff to show her how to use the shower for two weeks. Continued record review revealed Care/Chore Logs reflected staff provided assistance with bathing four times from 11-4-19 to 11-25-19. Evaluations were completed on 12-5-19 as needed with a significant change to reflect staff assistance with bathing; however, the evaluations were not completed timely, as a month of bathing assistance was provided when the evaluations were completed. 4. Record review on 2-4-20 of Tenant #4's file revealed an admission date of 8-1-19. Initial cognitive, health and functional evaluations were	A 037		

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A 037	Continued From Page 11 completed on 7-29-19 and 8-1-19 and were subsequently completed on 10-4-19. Evaluations were not completed within 30 days of taking occupancy. 5. When interviewed on 2-4-20 at 4:00 p.m. the Administrator revealed all evaluation documents for the tenants listed above were provided.	A 037		
A 071	481-69.25(1)i Tenant Documents 481-69.25(231C) Tenant documents. 69.25(1) Documentation for each tenant shall be maintained by the program and shall include: i. When any personal or health-related care is delegated to the program, the medical information sheet; documentation of health professionals' orders, such as those for treatment, therapy, and medication; and nurses' notes written by exception This Requirement is not met as evidenced by: Based on interview and record review the Program failed to document nurses' notes by exception. This pertained to 4 of 4 tenants reviewed (Tenants #1, #2, #3 and #4). Findings follow: 1. Record review on 2-3-20 of Tenant #1's file revealed an admission date of 8-11-19. The first entry in Progress Notes was dated 9-3-19. The Progress Notes lacked an entry regarding Tenant #1's admission to the Program. When interviewed on 2-4-20 at 11:17 a.m. the Administrator said physical therapy (PT) services	A 071		

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A 071	Continued From Page 12 were initiated for Tenant #1 on 10-4-19. Continued record review revealed a Verbal Order dated 2-4-20 indicated Tenant #1 was admitted to Hospice on 11-4-19 and PT was discontinued on 11-4-19 due to Tenant #1's admission to Hospice. Further record review revealed nurses' notes were not completed for Tenant #1 when the order was received to start PT services and to discontinue PT services and start Hospice services. Nurses' notes were not documented by exception. 2. Record review on 2-3-20 and 2-4-20 of Tenant #2's file revealed diagnoses included: lymphedema, gout and diabetes mellitus. Tenant #2 was discharged on 10-3-19. A Progress Note document dated 9-13-19 indicated Tenant #2 required daily dressing changes and reflected the following additional physician orders: -Wash legs with soap and water and then pat dry. -Apply urea lotion to lower bilateral legs, -Apply Hydrogel to the left heel ulcer, the left leg wound to the anterior shin and to the right scab/wound to the right lower extremity anterior shin. -Wrap bilateral lower extremities with ACE wraps. -Remove ACE wraps and use pneumatic compression at bedtime. -Repeat every morning or shortly after getting out of bed. -Elevate legs above heart level as often as possible daily. Tenant #2 would be seen in the wound clinic on 9-17-19.	A 071		

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A 071	Continued From Page 13	A 071		

A hospital discharge summary (Emergency Department) dated 9-17-19 indicated Tenant #2 was diagnosed with a diabetic foot ulcer. He was to follow up with wound care in three to four days. New medications ordered included: Tramadol 50 milligram (mg), take one tablet, orally, every four as needed for pain and Cephalexin 500 mg capsule, take one capsule, orally, four times per day for 10 days.

Continued record review revealed Progress Notes indicated the following:

-On 9-16-19 it was noted Tenant #2 gave the Previous Director orders from 9-13-19 for leg cares. Tenant #2 refused to let her complete the orders and said he would see the wound clinic tomorrow and they would take care of his legs.

-On 9-17-19 it was noted Tenant #2 left to the wound clinic for the left heel appointment.

-On 9-19-19 it was noted the Previous Director delivered medications including: Cephalexin and Tramadol to Tenant #2 and asked if there was any instructions for her regarding the left heel dressing changes. Tenant #2 said he did not want her to do anything with heel or dressing change.

-On 9-20-19 it was noted Tenant #2 called the office and requested his left foot dressing be changed. Tenant #2 did not want the Previous Director to come to his apartment but did come to the office. The bandages were removed, Tenant #2's heel was cleansed and dressed with Bacitracin. It was noted it was a stage two pressure ulcer on the heel. It was recommended Tenant #2 get an appointment at the wound clinic as soon as he could.

-On 9-23-19 it was noted Tenant #2 asked staff to

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
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(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 071	Continued From Page 14	A 071		

change the dressing to the foot. Staff contacted the Previous Director and set up a meeting in her office as Tenant #2 did not want staff in his apartment. The previous dressing was no longer covering the wound and a moderate amount of serosanguinous drainage was noted. A foul odor was noted when the dressing was removed and it was cleansed with saline and gauze. The center of the wound bed was black eschar and the surrounding eschar was beefy and red. The wound edges were noted as indurated and the skin around it was slightly pink. A new dressing was applied and Tenant #2 was encouraged to keep his appointment at the wound clinic and to comply with dressing changes. Education was provided regarding elevating the leg, keeping the wound covered and clean and completing the antibiotic he was prescribed.

-On 9-24-19 it was noted Tenant #2 came to the Previous Director's office and requested a change to the left heel dressing. The dressing was change which was "saturated in purulent drainage."

-On 9-26-19 it was noted an inspection of Tenant #2's apartment occurred and a strong urine odor was noted, full containers of urine were around Tenant #2 and his chair was full of urine. Under the chair there were four pairs of soiled underwear and dirt was noted on the apartment floor. There was less garbage and clutter in the living room than at the time of the last walk-through inspection.

-On 9-26-19 it was noted Tenant #2 allowed the Previous Director to come to to his apartment after the walk-through inspection to change the dressing to the left heel. The wound bed remained black with red and pink tissue surrounding it. It was a stage two pressure ulcer.

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A 071	Continued From Page 15 -On 10-1-19 it was noted Tenant #2 smelled strongly of urine and had not bathed for three weeks. Further record review revealed nurses' notes were not documented regarding by exception including: for bathing not completed for three weeks (with the exception of the 10-1-19 note), the reason and follow up to the appointment on 9-13-19 when new wound care orders were received, a follow up from the wound clinic visit on 9-17-19 or communication to the physician regarding Tenant #2's non-compliance regarding the dressing changes. Nurses' notes were not completed by exception. 3. Record review on 2-3-20 and 2-4-20 of Tenant #3's file revealed an admission date of 9-27-19. The first entry in Progress Notes was dated 10-4-19. The Progress Notes lacked an entry regarding Tenant #3's admission to the Program. Continued record review revealed a service plan dated 10-13-19 reflected Tenant #3 completed a sponge bath independently and on 10-24-19 Tenant #3 would have staples and sutures removed from her abdomen. Tenant #3 then wanted staff to show her how to use the shower for two weeks. Care/Chore Logs reflected staff provided assistance with bathing four times from 11-4-19 to 11-25-19. Further record review revealed nurses' notes were not completed when Tenant #3 had staples and sutures removed and when increased assistance with bathing was noted. Nurses' notes were not documented by exception.	A 071		

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A 071	Continued From Page 16 4. Record review on 2-4-20 of Tenant #4's file revealed an admission date of 8-1-19. The first entry in Progress Notes was dated 12-12-19. The Progress Notes lacked an entry regarding Tenant #4's admission to the Program. 5. When interviewed on 2-4-20 at 4:00 p.m. the Administrator revealed all nurses' notes requested were provided for the tenants listed above.	A 071		
A 086	481-69.26(3)a Service Plans 481-69.26(231C) Service plans. 69.26(3) When a tenant needs personal care or health-related care, the service plan shall be updated within 30 days of the tenant's occupancy and as needed with significant change, but not less than annually. a. If a significant change triggers the review and update of the service plan, the updated service plan shall be signed and dated by all parties. This Requirement is not met as evidenced by: Based on interview and record review the Program failed to develop service plans within 30 days of taking occupancy and as needed with significant change. This pertained to 4 of 4 tenants reviewed (Tenants #1, #2, #3 and #4). Findings follow: 1. Record review on 2-3-20 and 2-4-20 of Tenant #1's file revealed an admission date of 8-11-19.	A 086		

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A 086	Continued From Page 17 An initial service plan was developed dated 8-11-19. A service plan was updated dated 10-4-19; however, the service plan was not updated within 30 days of taking occupancy. Continued record review revealed the service plan dated 11-4-19 reflected Tenant #1 was independent with transfers. Care/Chore Logs reflected over 15 times assistance with transfers was documented as completed from 11-1-19 to 12-5-19. Further record review revealed Tenant #1's service plan was not updated as needed with significant change and did not reflect the increased need and assistance for transfers. 2. Record review on 2-3-20 and 2-4-20 of Tenant #2's file revealed diagnoses included: lymphedema, gout and diabetes mellitus. Tenant #2 was discharged on 10-3-19. A Progress Note document dated 9-13-19 reflected an order indicating Tenant #2 needed daily dressing changes and included the following additional physician orders: -Wash legs with soap and water and then pat dry. -Apply urea lotion to lower bilateral legs, -Apply Hydrogel to the left heel ulcer, the left leg wound to the anterior shin and to the right scab/wound to the right lower extremity anterior shin. -Wrap bilateral lower extremities with ACE wraps. -Remove ACE wraps and use pneumatic compression at bedtime. -Repeat every morning or shortly after getting out of bed. -Elevate legs above heart level as often as possible daily.	A 086		

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A 086	Continued From Page 18	A 086		

Tenant #2 would be seen in the wound clinic on 9-17-19.

A hospital discharge summary (Emergency Department) dated 9-17-19 indicated Tenant #2 was diagnosed with a diabetic foot ulcer. He was to follow up with wound care in three to four days. New medications ordered included: Tramadol 50 milligram (mg) one tablet every four as needed for pain and Cephalexin 500 mg capsule, one capsule four times per day for 10 days.

Continued record review revealed Progress Notes indicated the following:

-On 7-23-19 it was noted the Previous Director and a board member went to Tenant #2's apartment (24 hour notice was given yesterday). Piles of garbage, dirt covering the floors, urine in cups and flower pots were noted. Cleanliness and safety concerns were discussed with Tenant #2. A return visit would be made in seven days to inspect the apartment again.

-On 7-25-19 it was noted Tenant #2 had a whirlpool that morning and his body was covered in yogurt. It was the third whirlpool in a row that it had happened.

-On 8-13-19 it was noted staff cleaned his apartment and strong urine odors were noted and there were gnats in the apartment.

-On 9-16-19 it was noted Tenant #2 gave the Previous Director orders from 9-13-19 for leg cares. Tenant #2 refused to let her complete the orders and said he would see the wound clinic tomorrow and they would take care of his legs.

-On 9-17-19 it was noted Tenant #2 left to the

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A 086	Continued From Page 19 wound clinic for the left heel appointment. -On 9-19-19 it was noted the Previous Director delivered medications including: Cephalexin and Tramadol to Tenant #2 and asked if there was any instructions for her regarding the left heel dressing changes. Tenant #2 said he did not want her to do anything with heel or dressing change. -On 9-20-19 it was noted Tenant #2 called the office and requested his left foot dressing be changed. Tenant #2 did not want the Previous Director to come to his apartment but did come to the office. The bandages were removed, Tenant #2's heel was cleansed and dressed with Bacitracin. It was noted it was a stage two pressure ulcer on the heel. It was recommended Tenant #2 get an appointment at the wound clinic as soon as he could. -On 9-23-19 it was noted Tenant #2 asked staff to change the dressing to the foot. Staff contacted the Previous Director and set up a meeting in her office as Tenant #2 did not want staff in his apartment. The previous dressing was no longer covering the wound and a moderate amount of serosanguinous drainage was noted. A foul odor was noted when the dressing was removed and it was cleansed with saline and gauze. The center of the wound bed was black eschar and the surrounding eschar was beefy and red. The wound edges were noted as indurated and the skin around it was slightly pink. A new dressing was applied and Tenant #2 was encouraged to keep his appointment at the wound clinic and to comply with dressing changes. Education was provided regarding elevating the leg, keeping the wound covered and clean and completing the antibiotic he was prescribed. -On 9-24-19 it was noted Tenant #2 came to the	A 086		

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A 086	Continued From Page 20 Previous Director's office and requested a change to the left heel dressing. The dressing was change which was "saturated in purulent drainage." -On 9-26-19 it was noted an inspection of Tenant #2's apartment occurred and a strong urine odor was noted, full containers of urine were around Tenant #2 and his chair was full of urine. Under the chair there were four pairs of soiled underwear and dirt was noted on the apartment floor. There was less garbage and clutter in the living room than at the time of the last walk-through inspection. -On 9-26-19 it was noted Tenant #2 allowed the Previous Director to come to to his apartment after the walk-through inspection to change the dressing to the left heel. The wound bed remained black with red and pink tissue surrounding it. It was a stage two pressure ulcer. -On 10-1-19 it was noted Tenant #2 smelled strongly of urine and had not bathed for three weeks. -On 10-3-19 it was noted Tenant #2 hip "popped" out. Other tenants who were sitting in the balcony area heard Tenant #2 fall and alerted staff. Tenant #2 was transported out to the hospital. Further record review revealed the service plan was most recently updated on 6-12-19 and reflected Tenant #2 was to have an ACE wrap on the the left lower extremity but refused. If he was chose to have it applied staff assisted with putting it on in the morning and removed in the evening. It also reflected Tenant #2 had lymphedema in the lower left extremity and utilized a machine to massage the leg and was independent with it. Tenant #2 was to notify the nurse when he needed	A 086		

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A 086	Continued From Page 21 the leg wraps. Tenant #2 had a history of his left hip dislocating. The service plan was not updated with significant change including: the concerns regarding the apartment cleanliness and inspections, bathing not completed, Tenant #2's wound, wound treatment, non-compliance with wound treatment and wound clinic visits. 3. Record review on 2-3-20 and 2-4-20 of Tenant #3's file revealed a service plan dated 10-13-19 reflected Tenant #3 completed a sponge bath independently and on 10-24-19 Tenant #3 would have staples and sutures removed from her abdomen. Tenant #3 then wanted staff to show her how to use the shower for two weeks. Continued record review revealed Care/Chore Logs reflected staff provided assistance with bathing four times from 11-4-19 to 11-25-19. The service plan was updated on 12-5-19 and reflected staff assisted with bathing once per week; however, the service plan was not updated timely, as a month of bathing assistance was provided when the service plan was updated. 4. Record review on 2-4-20 of Tenant #4's file revealed an admission date of 8-1-19. The initial service plan was developed dated 8-1-19. A service plan was updated dated 10-4-19; however, the service plan was not updated within 30 days of taking occupancy. 5. When interviewed on 2-4-20 at 4:00 p.m. the Administrator revealed all service plan documents requested for the tenants listed above were provided.	A 086		

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A 096	Continued From Page 22	A 096		
A 096	481-69.27(1)c Nurse Review 481-69.27(231C) Nurse review. If a tenant does not receive personal or health-related care, but an observed significant change in the tenant's condition occurs, a nurse review shall be conducted. If a tenant receives personal or health-related care, the program shall provide for a registered nurse or a licensed practical nurse via nurse delegation: 69.27(1)c To assess and document the health status of each tenant, to make recommendations and referrals as appropriate, and to monitor progress relating to previous recommendations at least every 90 days and whenever there are changes in the tenant's health status; This Requirement is not met as evidenced by: Based on interview and record review the Program failed to complete nurse reviews every 90 days or with a change in health status. This pertained to 1 of 1 tenants reviewed admitted prior to August of 2019 (Tenant #2). Findings follow: 1. Record review on 2-3-20 and 2-4-20 of Tenant #2's file revealed diagnoses included: lymphedema, gout and diabetes mellitus. Tenant #2 was discharged on 10-3-19. A Progress Note document dated 9-13-19 reflected an order indicating the tenant required daily dressing changes, as well as the following physician orders: -Wash legs with soap and water and then pat dry. -Apply urea lotion to lower bilateral legs,	A 096		

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A 096	Continued From Page 23 -Apply Hydrogel to the left heel ulcer, the left leg wound to the anterior shin and to the right scab/wound to the right lower extremity anterior shin. -Wrap bilateral lower extremities with ACE wraps. -Remove ACE wraps and use pneumatic compression at bedtime. -Repeat every morning or shortly after getting out of bed. -Elevate legs above heart level as often as possible daily. Tenant #2 would be seen in the wound clinic on 9-17-19. A hospital discharge summary (Emergency Department) dated 9-17-19 indicated Tenant #2 was diagnosed with a diabetic foot ulcer. He was to follow up with wound care in three to four days. New medications ordered included: Tramadol 50 milligram (mg), take one tablet, orally, every four as needed for pain and Cephalexin 500 mg capsule, take one capsule, orally, four times per day for 10 days. Continued record review revealed Progress Notes indicated the following: -On 9-16-19 it was noted Tenant #2 gave the Previous Director orders from 9-13-19 for leg cares. Tenant #2 refused to let her complete the orders and said he would see the wound clinic tomorrow and they would take care of his legs. -On 9-17-19 it was noted Tenant #2 left to the wound clinic for the left heel appointment. -On 9-19-19 it was noted the Previous Director delivered medications including: Cephalexin and Tramadol to Tenant #2 and asked if there was any instructions for her regarding the left heel dressing	A 096		

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A 096	Continued From Page 24	A 096		

changes. Tenant #2 said he did not want her to do anything with heel or dressing change.

-On 9-20-19 it was noted Tenant #2 called the office and requested his left foot dressing be changed. Tenant #2 did not want the Previous Director to come to his apartment but did come to the office. The bandages were removed, Tenant #2's heel was cleansed and dressed with Bacitracin. It was noted it was a stage two pressure ulcer on the heel. It was recommended Tenant #2 get an appointment at the wound clinic as soon as he could.

-On 9-23-19 it was noted Tenant #2 asked staff to change the dressing to the foot. Staff contacted the Previous Director and set up a meeting in her office as Tenant #2 did not want staff in his apartment. The previous dressing was no longer covering the wound and a moderate amount of serosanguinous drainage was noted. A foul odor was noted when the dressing was removed and it was cleansed with saline and gauze. The center of the wound bed was black eschar and the surrounding eschar was beefy and red. The wound edges were noted as indurated and the skin around it was slightly pink. A new dressing was applied and Tenant #2 was encouraged to keep his appointment at the wound clinic and to comply with dressing changes. Education was provided regarding elevating the leg, keeping the wound covered and clean and completing the antibiotic he was prescribed.

-On 9-24-19 it was noted Tenant #2 came to the Previous Director's office and requested a change to the left heel dressing. The dressing was change which was "saturated in purulent drainage."

-On 9-26-19 it was noted an inspection of Tenant

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A 096	Continued From Page 25 #2's apartment occurred and a strong urine odor was noted, full containers of urine were around Tenant #2 and his chair was full of urine. Under the chair there were four pairs of soiled underwear and dirt was noted on the apartment floor. There was less garbage and clutter in the living room than at the time of the last walk-through inspection. -On 9-26-19 it was noted Tenant #2 allowed the Previous Director to come to to his apartment after the walk-through inspection to change the dressing to the left heel. The wound bed remained black with red and pink tissue surrounding it. It was a stage two pressure ulcer. -On 10-1-19 it was noted Tenant #2 smelled strongly of urine and had not bathed for three weeks. Further record review revealed the most recent 90 day nurse review completed prior to discharge was dated 6-12-19. A 90 day review was minimally due to be completed by 9-12-19 or with the above noted changes in health status and the file lacked completion of a nurse review. 2. When interviewed on 2-4-20 at 2:59 p.m. and 4:00 p.m. the Administrator revealed all nurse review documents requested for Tenant #2 were provided.	A 096		

OK
5/20/20

May 18, 2020

Department of Inspections and Appeals
Attn: Catie Campbell
Lucas State Office Building
321 East 12th Street
Des Moines, Iowa 50319

Dear Ms. Campbell:

On behalf of Cresco Assisted Living in Cresco, I respectfully submit our Plan of Correction for your approval. Our response is specific to the report dated May 8, 2020. Preparation and/or execution of this plan of correction does not constitute admission or agreement by the provider of the truth 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 provision of state law.

Tenant Rights –

Elements detailing how the program will correct each regulatory insufficiency.

- *Tenant #2 no longer resides at Cresco Assisted Living.*

What measures will be taken to ensure the problem does not recur.

- *There was a change in the RN Director position. The current RN was educated on tenant rights, processing of physician orders, MAR documentation, physician communication, and regulatory requirement for completion of a nurse review, evaluation of tenant, and service plan development.*

How the program plans to monitor performance to ensure compliance.

- *The RN or designee will audit tenant files at two times annually to ensure compliance.*

The date by which the regulatory insufficiency will be corrected.

- *This regulatory insufficiency was corrected prior to the complaint visit by DIA.*

Evaluation of Tenant –

Elements detailing how the program will correct each regulatory insufficiency.

- *Tenant #1, 2, and 4 no longer reside at Cresco Assisted Living.*
- *The RN will complete evaluations for Tenant #3 in a timely manner and as required by regulation.*

What measures will be taken to ensure the problem does not recur.

- *The current RN was educated on evaluation of tenant and service plan development.*

How the program plans to monitor performance to ensure compliance.

- *The RN or designee will audit tenant files at two times annually to ensure compliance.*

The date by which the regulatory insufficiency will be corrected.

- *This regulatory insufficiency was completed within 30 days after DIAs onsite visit.*

Tenant Documents –

Elements detailing how the program will correct each regulatory insufficiency.

- *Tenant #1, 2, and 4 no longer reside at Cresco Assisted Living.*
- *The RN or nurse designee will document exceptions related to Tenant #3 in progress notes or by using the nurse review/evaluation forms.*

What measures will be taken to ensure the problem does not recur.

- *The current RN was educated on documentation requirements.*

How the program plans to monitor performance to ensure compliance.

- *The RN or designee will audit tenant files at two times annually to ensure compliance.*

The date by which the regulatory insufficiency will be corrected.

- *This regulatory insufficiency was completed within 30 days after DIAs onsite visit.*

Service Plan –

Elements detailing how the program will correct each regulatory insufficiency.

- *Tenant #1, 2, and 4 no longer reside at Cresco Assisted Living.*
- *The RN completed a service plan for Tenant #3 that identifies the tenant's identified needs and preferences for assistance.*

What measures will be taken to ensure the problem does not recur.

- *The current RN was educated on regulatory requirements for service plan development.*

How the program plans to monitor performance to ensure compliance.

- *The RN or designee will audit tenant files at two times annually to ensure compliance.*

The date by which the regulatory insufficiency will be corrected.

- *This regulatory insufficiency was completed within 30 days after DIAs onsite visit.*

Nurse Review –

Elements detailing how the program will correct each regulatory insufficiency.

- *Tenant #2 no longer reside at Cresco Assisted Living.*

What measures will be taken to ensure the problem does not recur.

- *The current RN was educated on regulatory requirements for completion of a nurse review.*

How the program plans to monitor performance to ensure compliance.

- *The RN or designee will audit tenant files at two times annually to ensure compliance.*

The date by which the regulatory insufficiency will be corrected.

- *This regulatory insufficiency was completed within 30 days after DIAs onsite visit.*

If you have any questions regarding this plan of correction, please feel free to contact me at 563-547-2580. Thank you.

Sincerely,

Amy Murphy

Amy Murphy
Administrator
Evans Memorial Home