

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  435039	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  10/04/2022
NAME OF PROVIDER OR SUPPLIER  Avantara Norton		STREET ADDRESS, CITY, STATE, ZIP CODE  3600 South Norton Avenue Sioux Falls, SD 57105	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41895</b></p> <p>Based on observation, interview, and policy review, the provider failed to have a system to ensure a safe, sanitary, and homelike environment was maintained for:</p> <p>*Two of two randomly observed resident (5 and 12) wheelchairs with cracked armrests.</p> <p>*Two of two randomly observed resident (12 and 14) wheelchairs were covered in dust and other particles.</p> <p>*Fifteen of fifteen randomly observed resident (3, 8, 12, 17, 20, 24, 43, 45, 46, 49, 51, 53, 60, 277, and 278) rooms were in good repair.</p> <p>*One of one randomly observed resident room (11) with a television unsafely placed on a bedside dresser.</p> <p>*Two of two mechanical lifts on the East wing.</p> <p>*Two of two resident bathing rooms.</p> <p>*Stains on the carpet outside of room [ROOM NUMBER].</p> <p>Findings include:</p> <p>1. Observation on 9/27/22 at 10:46 a.m. of resident 12 in his room revealed:</p> <p>*The mini-blind on the window had some of the slats broken and parts of them missing.</p> <p>*His wheelchair arm rests were cracked making them uncleanable.</p> <p>*The wheelchair leg rests and under carriage were caked with dust and other particles.</p> <p>*His bedside table was covered with dried substances and crumbs. The edges were peeling making it an uncleanable surface.</p> <p>2. Observation and interview on 9/27/22 at 10:50 a.m. of resident 46's bedside table revealed:</p> <p>(continued on next page)</p>

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*There was no procedure for who was responsible to clean wheelchairs and mechanical lifts.</p> <p>*She was aware the wheelchairs and mechanical lifts were dirty and needed cleaned.</p> <p>*She had not implemented a process or procedure to ensure they were being cleaned.</p> <p>Interview on 10/04/22 01:08 p.m. and 1:39 p.m. with administrator A and regional nurse consultant X revealed:</p> <p>*There was not a policy for housekeeping procedures.</p> <p>*All bedside tables should be wiped down at least daily.</p> <p>*The provider did not have a procedure for who was responsible for what cleaning tasks.</p> <p>*The bath aide was responsible to clean the shower rooms.</p> <p>06365</p> <p>11. Observation on 9/27/22 at 10:05 a.m. revealed a television monitor was on the bed side dresser next to resident 3's bed. The top of the monitor was leaned back against wall and was not secured to the wall.</p> <p>12. Observation on 9/27/22 at 10:19 a.m. in resident 17's room revealed scrapes and black smudges on the wall beside his bed towards the head of the bed.</p> <p>13. Observation on 9/27/22 at 10:21 a.m. revealed the material of the armrests on resident 5's wheelchair were torn exposing the stuffing inside and making the armrests not cleanable.</p> <p>14. Observation on 9/27/22 at 10:28 a.m. revealed gouges in the sheet rock on the wall beside resident 8's bed towards the head of the bed.</p> <p>15. Observations on 9/27/22 at 10:29 a.m. revealed:</p> <p>*The shared bathroom between rooms [ROOM NUMBERS] had a strong stale urine odor.</p> <p>*The wall on resident 43's side of the room was scraped and smudged with black marks.</p> <p>16. Interview on 9/28/22 at 9:40 a.m. with housekeeper Q revealed she would report needed repairs on her daily cleaning sheet or a maintenance sheet that she would post weekly on the maintenance office door.</p> <p>17. Observation on 9/28/22 at 4:15 p.m. revealed the window blinds in resident 49's room were crooked, and many were bent back out of shape.</p> <p>18. Interview on 9/29/22 at 3:32 p.m. with maintenance personnel I revealed he was not aware of the concerns noted above but confirmed staff are supposed to report those in the electronic TELS system.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>19. Observation on 10/3/22 at 3:09 p.m. in resident 24's room revealed:</p> <ul style="list-style-type: none"> <li>*The bed sheet had been loosened from the top left corner of the mattress and the pattern of the mattress was able to be seen through the cloth of the sheet.</li> <li>*The wall beside the bed had black smudges and scraped paint exposing the sheet rock.</li> </ul> <p>46453</p> <p>20. Observation on 9/27/22 at 9:35 a.m. in resident 53's revealed:</p> <ul style="list-style-type: none"> <li>*There was a crack in the wall behind the resident's bed and nightstand. The drywall was exposed.</li> <li>*The rubber floorboard near the bathroom was peeling away from the wall.</li> <li>*There were spider webs in the corner of the resident's window. The spider webs were outside.</li> </ul> <p>21. Observation on 9/27/22 at 9:45 a.m. in resident 278's room revealed:</p> <ul style="list-style-type: none"> <li>*There were five large gouges approximately six inches in length each behind the resident's bed. The drywall was exposed.</li> <li>*The rubber floorboard near the bathroom was peeling away from the wall.</li> </ul> <p>22. Observation and interview on 9/27/22 at 11:18 a.m. with resident 277 in their room revealed:</p> <ul style="list-style-type: none"> <li>*There were scrapes and gouges in the wall behind the resident's bed and on the wall outside the bathroom door. The drywall was exposed.</li> <li>*Resident 277 said the gouges in the walls were there when he was admitted to the facility on [DATE].</li> <li>*He was not impressed with the condition of the room.</li> </ul> <p>23. Observation on 9/28/22 at 8:44 a.m. revealed two large stains in the carpet outside of room [ROOM NUMBER].</p> <p>24. Observation and interview on 9/28/22 at 9:10 a.m. with resident 60 in her room revealed:</p> <ul style="list-style-type: none"> <li>*She was admitted on [DATE].</li> <li>*There were scrapes in the wall behind and beside her bed. The drywall was exposed.</li> <li>*There were dents in the wall next to the bathroom.</li> <li>*There were no decorations on her walls except for one calendar.</li> </ul> <p>(continued on next page)</p>

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*Resident 60's birthday was 9/16/22 and she asked staff for a balloon. Staff told her they did not have any balloons.</p> <p>*Resident 60 said she felt left out because her room was bare.</p> <p>-She said one of her neighbors in the facility had a lot of birthday cards hung up in their room from when it was their birthday.</p> <p>Interview on 9/29/22 at 4:04 p.m. with activities director E revealed she was not involved in helping residents decorate their rooms.</p> <p>Interview on 9/29/22 at 4:05 p.m. with social services designee D revealed she:</p> <p>*Recently started her position at the facility.</p> <p>*Did not know who was responsible for assisting residents with making their rooms more homelike, but suspected that part of her duties would be to work with activities director E to help residents make their rooms more homelike.</p> <p>25. Observation on 9/28/22 at 3:58 p.m. in the [NAME] wing spa room revealed:</p> <p>*There were at least five dead bugs on the floor to the left of the whirlpool bathtub.</p> <p>Interview on 9/29/22 at 3:34 p.m. with maintenance personnel I regarding the condition of the building revealed:</p> <p>*He was not aware of the physical condition of the walls and floorboards on the [NAME] wing.</p> <p>*He had started his position a couple of weeks ago and was trying to make note of everything he needed to address.</p> <p>*Nursing staff had access to their electronic maintenance request forms, however neither housekeeping nor laundry had access.</p> <p>-Housekeeping and laundry had to verbally tell him maintenance requests or wrote their requests on paper to submit in his mailbox.</p> <p>26. A policy on how staff put in a maintenance request for repairs had been requested on 9/29/22 at 5:30 p. m. Administrator A revealed the provider did not have a policy.</p> <p>A wheelchair and mechanical lift cleaning process and schedule had been requested on 10/3/22 at 5:30 p.m. Administrator A revealed the provider did not have a schedule or process to ensure they had been cleaned regularly.</p> <p>A housekeeping cleaning policy had been requested from the provider on 10/4/22 at 11:45 a.m. Administrator A revealed the provider did not have a policy.</p>		

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<p>F 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 46453</p> <p>Based on interview, record review, and policy review, the provider failed to protect two of two residents (71 and 73) from mistreatment while receiving care from staff. Findings include:</p> <p>1. Interview on 9/27/22 at 2:24 p.m. with resident 71 regarding her care revealed:</p> <p>*Resident 71 recalled on 9/25/22 after supper, but before bedtime, certified nursing assistant (CNA) W assisted her to go to the bathroom with the sit-to-stand aide.</p> <p>*CNA W did not put the sling on correctly and resident 71 slipped through the sling and landed hard onto the toilet.</p> <p>*Resident 71 said CNA W got upset with her and said, I'm not going to take care of you again, and abandoned her in the bathroom.</p> <p>*She had to wait a long time for another aide to help her off the toilet.</p> <p>*Resident 71 said she felt mad at CNA W for leaving her, helpless because she could not stand up on her own, and sad as she cried after the incident.</p> <p>*She thought she had mentioned this incident at her care conference.</p> <p>Interview on 9/29/22 at 11:11 a.m. with director of nursing (DON) B and social services designee (SSD) D revealed:</p> <p>*Neither of them were aware of the incident mentioned above.</p> <p>*SSD D indicated they had resident 71's care conference earlier in the week and she mentioned having to wait a long time for staff to answer her call light, however resident 71 had not mentioned anything about the incident mentioned above.</p> <p>Interview on 9/29/22 at 1:35 p.m. with SSD D revealed:</p> <p>*She talked with resident 71 to learn the full details of the incident.</p> <p>*Resident 71 told SSD D the same details of the incident mentioned above.</p> <p>*SSD D reviewed the working schedule from 9/25/22 and confirmed that CNA W had worked on that day and had been assigned to resident 71's hallway.</p> <p>*SSD D completed a grievance form, informed administrator A, and submitted reports to both adult protective services and the local police department.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Interview on 9/29/22 at 2:22 p.m. with human resources director (HRD) H about CNA W's employee file revealed:</p> <p>*CNA W worked at the facility previously and was terminated from her position in January 2020 due to a substantiated allegation of abuse and neglect.</p> <p>*She was rehired in February 2021.</p> <p>*CNA W's employee file in the provider's electronic human resource software program indicated that she was terminated on 1/27/20 for the reason of employee misconduct.</p> <p>*The provider had access to this information of terminated for employee misconduct upon the rehire process in February 2021.</p> <p>*HRD H admitted they should have investigated further on why CNA W was previously terminated before rehiring her.</p> <p>*HRD H said she should have uploaded the corrective action form from January 2020 to their electronic human resource software program so that the leadership team could all have access to the form.</p> <p>-The corrective action form indicated CNA W had been terminated due to substantiated allegation of abuse/neglect.</p> <p>Interview on 9/29/22 at 2:47 p.m. with administrator A and regional nurse consultant (RNC) X revealed they:</p> <p>*Did not know that CNA W was previously terminated from the facility due to a substantiated allegation of abuse/neglect.</p> <p>*Would not have considered CNA W as a potential candidate for rehire if they knew about the previous termination.</p> <p>*Had not been aware of the incident between resident 71 and CNA W before 9/29/22.</p> <p>Interview on 10/3/22 at 3:36 p.m. with HRD H about her process for rehiring former employees revealed:</p> <p>*She reviewed the applicant's file in the provider's electronic human resource software program to learn why they previously left or why they were terminated from their position.</p> <p>*She confirmed again that she should have uploaded CNA W's termination papers from January 2020 into the program for easy access to review.</p> <p>*She was planning on conducting an audit of all employee files due to this incident.</p> <p>*She started to update the provider's do not rehire list.</p> <p>Interview on 10/4/22 at 11:17 a.m. with administrator A and RNC C regarding the incident revealed:</p> <p>(continued on next page)</p>		



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<p>F 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>*Administrator A interviewed the other staff members that worked on the evening of 9/25/22.</p> <p>-No other staff or residents voiced complaints about CNA W.</p> <p>-The other staff members were not aware that CNA W abandoned resident 71 on the toilet.</p> <p>*They were finishing their investigation to submit to the South Dakota Department of Health (SDDOH).</p> <p>*Due to learning one of their employees had previously been terminated due to abuse and neglect, they committed to improve their hiring practices by thoroughly checking potential applicant's references, looking at their employee files, and keeping their do not rehire list updated.</p> <p>Review of resident 71's electronic medical record revealed:</p> <p>*She was admitted on [DATE].</p> <p>*She required extensive assistance with transfers.</p> <p>*Her brief interview for mental status score was 15, indicating she was cognitively intact.</p> <p>Review of CNA W's Corrective Action Form signed on 1/31/20 revealed:</p> <p>*The Facts section read, Resident filed complaint. Investigation completed. [Allegation] of abuse/neglect substantiated. [SDDOH] report completed. Last day worked 1/26/20.</p> <p>Review of the provider's Abuse and Neglect policy revealed:</p> <p>*Page one, Policy Statement: It is the policy of the facility to provide professional care and services in an environment that is free from any type of abuse, corporal punishment, misappropriation of property, exploitation, neglect, or mistreatment.</p> <p>*Page one, Definitions of Abuse, Neglect, Exploitation, &amp; Abuse Coordinator.</p> <p>-Abuse: abuse is willful infliction of mistreatment, injury, unreasonable confinement, intimidation or punishment. Abuse assumes intent to harm, but inadvertence or careless behavior done it deliberately that results in harm may be considered abuse.</p> <p>*Page one continued, Types of abuse .</p> <p>-2. Verbal.</p> <p>-3. Mental .</p> <p>-5. Neglect .</p> <p>-7. Involuntary Seclusion.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>*Page two, Verbal: verbal abuse includes but not limited to the use of oral, written or gestured language. This definition includes communication that expresses disparaging and derogatory terms to residents within their hearing slash seeing distance.</p> <p>-Examples: name calling, swearing, yelling, threatening harm, trying to frighten the resident, racial slurs, etc.</p> <p>*Page two continued, Mental: mental abuse includes but is not limited to humiliation, harassment, threat of bodily harm, punishment, isolation (involuntary, imposed or seclusion) or deprivation to provoke fear of shame.</p> <p>*Page two continued, Involuntary Seclusion: Isolation of a resident against his/her will (involuntary, imposed seclusion) .</p> <p>-Examples: statements to threaten or actually secluding, isolating or locking a resident in their room or a room or area by themselves; leaving a resident in their room all day who does not wish to be left alone in his/her room all day.</p> <p>*Page three, Neglect: Neglect is the failure to provide necessary and adequate (medical, personal or psychological) care. Neglect is the failure to care for a person in a manner, which would avoid harm and pain, or the failure to react to a situation which may be harmful. Staff may be aware or should have been aware of the service the resident requires, but fails to provide that service.</p> <p>*Pages three and four indicated the screening process for potential applicants. There was no process mentioned for screening the facility's own personnel files for potential applicants who had worked at the facility previously.</p> <p>06365</p> <p>2. Interview on 9/29/22 at 11:24 a.m. with resident 73 during the resident group meeting revealed:</p> <p>*He sat on the toilet today for an hour before a medication aide arrived. He did not give a name.</p> <p>*She did not want to take the time to get the lift equipment and was going to physically help him stand up off the toilet.</p> <p>*He said no, but she said, 'I'm the boss, we'll do it my way.'</p> <p>*He refused again, and said he asked her what she was smoking, with some added offensive words.</p> <p>*The lift equipment was used to get him off the toilet.</p> <p>*Another staff person came and told him to apologize to the medication aide about his statement to her.</p> <p>Interview on 9/29/22 at 4:34 p.m. with licensed practical nurse (LPN) L revealed:</p> <p>(continued on next page)</p>		

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NAME OF PROVIDER OR SUPPLIER  Avantara Norton		STREET ADDRESS, CITY, STATE, ZIP CODE  3600 South Norton Avenue Sioux Falls, SD 57105	
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F 0600  Level of Harm - Actual harm  Residents Affected - Few	<p>*When asked if she was aware of an incident that morning involving resident 73, she reported he had made a statement to the medication aide about her being on drugs.</p> <p>*She said, He exaggerates.</p> <p>Interview on 10/4/22 at 11:04 a.m. with DON B and RNC X revealed they agreed the incident should have been reported and investigated as an allegation of abuse and neglect.</p> <p>Follow-up interview on 10/4/22 at 11:09 a.m. with LPN L revealed:</p> <p>*The medication aide reported resident 73's refusal to let her transfer him off the toilet.</p> <p>*She went with the medication aide to his room and said to both that she did not want to hear their arguments about how he should be transferred.</p> <p>*She then asked resident 73 how he wanted it done, and he was transferred with the lift.</p> <p>*She did not report the incident for further investigation because it was he said, she said situation.</p> <p>Interview on 10/4/22 at 11:10 a.m. with SSD D revealed she agreed the incident should have reported as an allegation of abuse so it could be investigated.</p> <p>Review of resident 73's electronic health record revealed:</p> <p>*On 8/29/21, a lift evaluation required a sit to stand lift.</p> <p>*The care plan noted current interventions for assistance with activities of daily living (ADL) and risk for falls related to leg impairment due to post-polio plegia:</p> <p>-Revised on 2/18/22, Using stand-aid for transfers. Can get on to toilet per self, needs stand-aid to get off of toilet.</p> <p>-Revised on 4/8/22, Use of assistive device during transfers. Stand-aid.</p> <p>-Revised on 8/31/22 to assist with ADL's/mobility as needed. Stand-aid and motorized w/c [wheelchair].</p> <p>*On 9/3/22, the annual minimum data set (MDS) coded him as cognitively intact, without behavior symptoms, and needing weight bearing assistance of one person to transfer on and off the toilet.</p> <p>*There was no progress note on 9/29/22 regarding the incident.</p> <p>*Transferring task documentation for 9/29/22 was not documented.</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 06365</p> <p>Based on observation, interview, record review, and policy review, the provider failed to develop and implement comprehensive person-centered plans of care for 9 of 9 residents (15, 16, 20, 24, 32, 36, 56, 71, and 277). Findings include:</p> <p>1. Observation and interview on 9/27/22 at 11:27 a.m. with resident 15 revealed:</p> <p>*He was seated in his wheelchair in his room facing his bed with his back to the door of his room.</p> <p>*After knocking and receiving a response from him, the surveyor entered his room and noted that he appeared sleepy.</p> <p>*He commented he had to wait for staff to get into bed because it was hard to get on it when doing it myself, and he had fallen before when he tried.</p> <p>*Sleeping in the wheelchair is not good, it hurts my tailbone.</p> <p>*Sleeping on the bed was okay but he slept on it better during the day than at night.</p> <p>*He was supposed to be getting a recliner and the social service designee was working on it.</p> <p>Review of the 7/12/22 admission Minimum Data Set (MDS) assessment for resident 15 revealed:</p> <p>*The brief interview for mental status (BIMS) coded him as having moderate cognitive impairment related to orientation to time and ability to recall.</p> <p>*His functional status for bed mobility and transfers required weight bearing assistance of one person.</p> <p>*The pain interview assessment coded him as having occasional pain at a rating of five that limited his day-to-day activities.</p> <p>*He had shortness of breath when lying flat.</p> <p>Review of resident 15's care plan revealed:</p> <p>*No interventions to obtain a recliner in his room to address his preference and need for comfort.</p> <p>*Four focus areas addressed his need for comfort and assistance without noting use of a recliner:</p> <p>-At risk for altered cardiovascular functioning with an intervention initiated on 7/7/22 to provide frequent rest periods.</p> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-An intervention revised on 7/14/22 to encourage [resident name] to engage in healthy lifestyle including . healthy sleep habits related to mood symptoms.</p> <p>-Assistance with activities of daily living (ADLs) with an intervention revised on 7/26/22 for one person assist with bed mobility and transfers.</p> <p>-At risk for falls with an intervention initiated on 9/13/22 to add dycem [non-slip mat] under mattress to help prevent sliding.</p> <p>Review of progress notes between 7/19/22 and 10/3/22 revealed no notation regarding an effort to obtain a recliner for resident 15.</p> <p>Interview on 10/4/22 at 11:10 a.m. with social services designee (SSD) D revealed:</p> <p>*Resident had used a recliner at his previous long-term care (LTC) location.</p> <p>*He did not have a bed in his room at that location.</p> <p>*She knew he wanted a recliner and was working on it but confirmed she had not written a progress note for that.</p> <p>2. Observations and interviews of resident 16 on 9/27/22 at 9:59 a.m., 9/28/22 at 4:26 p.m., and 9/30/22 at 10:10 a.m. revealed:</p> <p>*A water mug with a straw was on the overbed table on wheels positioned in front of her.</p> <p>*Her lips appeared dry, chapped, pale in color, and patches of flaky skin were present on the first observation.</p> <p>*Her teeth appeared dull with yellow build-up and dry.</p> <p>*She spoke with a muffled sound and moved her lips only slightly when she confirmed that she received enough to drink throughout each day.</p> <p>Comparative review of the 11/2/21 annual MDS assessment and the 7/8/22 quarterly MDS noted the following declines:</p> <p>-The BIMS scored her as cognitively intact then moderately impaired.</p> <p>-The mood interview coded her as reporting no symptoms but then feeling tired or having little energy nearly every day.</p> <p>-Her upper extremity range of motion limitation was coded as just one side and then on both sides of her body.</p> <p>Review of resident 16's care plan revealed:</p> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*Two focus areas revised on 6/15/22 that did not include interventions for how staff would ensure adequate hydration related to:</p> <ul style="list-style-type: none"> <li>-Required assistance with activities of daily living (ADL) due to hemiparesis, including the ADL of eating.</li> <li>-Potential for altered nutritional status due to multiple sclerosis. One intervention stated, I like iced coffee with my meals with extra cream and sugar.</li> </ul> <p>Review of a physician order for resident 16 on 8/22/22 revealed:</p> <ul style="list-style-type: none"> <li>*A fluid goal of 1500 cc per day and to write a schedule and make sure that this is getting done.</li> <li>*That was entered as an order to give 500 mL of fluids TID (three times a day).</li> </ul> <p>Interview on 9/30/22 at 9:30 a.m. with dietary manager (DM) F, while reviewing resident 16's 9/30/22 dietary meal tickets revealed she would be offered:</p> <ul style="list-style-type: none"> <li>*No fluids for breakfast. That meal was marked in large bold letters, Do Not Serve DM F stated it was her preference to sleep in during the morning and not be served breakfast.</li> <li>*One cup, 8 fluid ounces (Fl oz) or 237 mL of fluids at lunch</li> <li>*Two cups, 16 Fl oz or 474 mL of fluids at supper.</li> </ul> <p>Interview on 9/30/22 at 1:21 p.m. with administrator (ADM) A, director of nursing (DON) B, and regional nurse consultant (RNC) X revealed the immediate jeopardy removal plan (refer to F692, finding 1), Ad Hoc QAPI [quality assurance performance improvement], included:</p> <ul style="list-style-type: none"> <li>*Resident #16 will be interviewed for preferences of beverages she prefer to consume.</li> <li>*Resident #16 Care Plan will be updated to reflect the above.</li> </ul> <p>On 10/03/22 at 12:45 p.m., the survey team reviewed documentation provided by ADM A and RNC X to verify removal of the immediate jeopardy, including:</p> <ul style="list-style-type: none"> <li>*An interview with resident 16 on 9/30/22 at 4:30 p.m. (the name of the interviewer was blank), which revealed:</li> <li>-She reported she felt she got enough fluid.</li> <li>-Her preferences included water and chocolate milk.</li> </ul> <p>*A one page large print plan for resident 16's Fluid Expectations including:</p> <ul style="list-style-type: none"> <li>-AM Water Pass: 180mL per day</li> <li>-Lunch: 420mL per day</li> </ul> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-Afternoon Water pass: 360mL per day.</p> <p>-Supper: 420mL per day.</p> <p>-NOC shift: 360mL per day</p> <p>*Resident 16's care plan had not been revised to reflect these fluid expectations.</p> <p>Interview on 10/3/22 at 1:40 p.m. with ADM A and RNC X when asked about who was responsible to ensure the care plan was updated, they indicated:</p> <p>*It was a team effort.</p> <p>*They thought DON B had updated the care plan to reflect the current changes for resident 16.</p> <p>*They were not aware it had not been updated.</p> <p>Interview and review of resident 16's revised care plan on 10/3/22 at 2:44 p.m. with ADM A and RNC C revealed:</p> <p>*It had not been revised to reflect her beverage preferences nor the one page plan noted above.</p> <p>*Instead, it stated, Encourage and help the resident drink at least 1,500 cc's [sic] of fluid each day. 15cc's per pound of body weight is recommended (140 pound person should drink 2,100cc's [sic] per day).</p> <p>3. Observation and interview on 9/27/22 at 4:19 p.m. with resident 24 in his room revealed:</p> <p>*He gets a bath when the girls have time, and he had only one since I have been here.</p> <p>*He took medicine today that helped him have a bowel movement, and he does not want to get constipated again.</p> <p>Review of resident 24's 7/25/22 admission MDS revealed:</p> <p>*His BIMS score noted he had moderately cognitive ability by answering correctly one of three time orientation questions and being able to recall two of three previously stated items.</p> <p>*He had no behavior symptoms prior to the admission MDS.</p> <p>*His preference for choosing between a tub bath, shower, bed bath, or sponge bath was coded as very important.</p> <p>*He required weight-bearing assistance of one person for most ADL tasks.</p> <p>*He was occasionally incontinent of bladder but always continent of bowel, and constipation was present.</p> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*The Care Area Assessments (CAAs) for:</p> <p>-ADL potential did not address further his preference for bathing.</p> <p>-Dehydration acknowledged a newly present constipation related to use of a diuretic [water pill].</p> <p>Review of resident 24's care plan revealed:</p> <p>*No specific intervention related to bathing for the focus of assistance with ADLs revised on 7/29/22; the bathing intervention only said, Assist resident with shower/bathing per schedule, initiated on 7/18/22.</p> <p>*No interventions for managing constipation related to two focus areas revised on 7/29/22:</p> <p>-Altered cardiovascular functioning with an intervention initiated on 7/18/22 to administer medications as ordered.</p> <p>-Dehydration and fluid volume loss risk related to diuretic use with an intervention initiated on 7/29/22 to assess for signs and symptoms of dehydration.</p> <p>Review of the September 2022 bathing preference schedule noted resident 24's shower was scheduled on Wednesday each week.</p> <p>Review of resident 24's task documentation for August, September, and October 2022 revealed:</p> <p>*ADL - Bathing prefers shower weekly was noted as completed at least weekly in August, but he had not had a shower for 25 days between 9/2/22 and 9/28/22. It was noted resident refused on 9/5/22, but the only other date of 9/21/22 was noted as not applicable.</p> <p>*Bowel documentation was noted as having occurred no more than 2 days apart in August, but there were greater than three days coded as none between the following dates:</p> <p>-Seven days between 8/25/22 and 9/2/22.</p> <p>-Five days between 9/2/22 and 9/8/22.</p> <p>-Four days between 9/11/22 and 9/16/22.</p> <p>-Four days between 9/16/22 and 9/21/22; except 9/19/22 was coded as not applicable.</p> <p>-Eleven days between 9/21/22 and 10/3/22; except 9/23/22 and 10/2/22 were coded as not applicable.</p> <p>Interview on 10/3/22 at 3:29 p.m. with licensed practical nurse (LPN) L revealed resident 24 is the one that will say he is constipated all the time.</p> <p>Interview on 10/4/22 at 11:04 a.m. with DON B and RNC X revealed:</p> <p>*Resident 24 does say he is constipated frequently.</p> <p>(continued on next page)</p>		



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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*They will review the bowel documentation and provide more information if his record shows that his bowel patterns indicate no irregularities.</p> <p>No further documentation was provided before the end of the survey.</p> <p>4. Observation on 9/27/22 at 2:50 p.m. revealed resident 32 was visible through the bathroom door and the frame from the hallway. She was seated on the toilet and wiping herself. Her room door was open.</p> <p>Observation and interview on 9/27/22 at 4:52 p.m. with resident 32 revealed:</p> <p>*Staff do not come when her call light is on.</p> <p>*She likes to get up from bed at 6:30 a.m. and needs help getting out of bed but that is the worst time for getting help.</p> <p>*She said, I wish they would answer the light but sometimes they do not and then she does the best she can.</p> <p>*She reported she had not had a bath for a long time, and I suppose they don't have time.</p> <p>*There was an odor of stale urine in her room and on her person.</p> <p>*She reported she was incontinent but also used the bathroom and needed help sometimes.</p> <p>*She also reported she finally had a bowel movement.</p> <p>Interview with resident 32 on 9/28/22 at 4:25 p.m. revealed she had not yet had a bath.</p> <p>Observation on 10/3/22 at 3:08 p.m. revealed resident 32 was asleep on her bed. There was a strong urine odor in her room.</p> <p>Interview on 10/3/22 at 3:23 p.m. with LPN L revealed:</p> <p>*The certified nursing assistants (CNAs) document bowel movements (BM) in the task documentation.</p> <p>*They are supposed to let us know when a resident hasn't had a BM so we can listen to bowel sounds and give them medicine if needed.</p> <p>*Resident 32 can toilet herself. The urine odor was because she probably doesn't drink enough.</p> <p>Observation and interview with resident 32 on 10/4/22 at 10:54 a.m. revealed:</p> <p>*The odor in her room was not as strong.</p> <p>*She reported she would get bath tomorrow, indicated she did not need a weekly bath and could give herself sink baths but they don't give soap for her to do that.</p> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Review of the September bathing preference schedule confirmed resident 32 was scheduled to receive a bath on Wednesdays.</p> <p>Comparative review of resident 32's 5/20/22 admission MDS and 8/3/22 quarterly MDS revealed:</p> <p>*Her BIMS was not completed at admission, but she scored as having moderately cognitive ability by answering correctly two of three time orientation questions and being able to recall two of three previously stated items.</p> <p>*Her preference for choosing between a tub bath, shower, bed bath, or sponge bath was coded as very important on the admission MDS.</p> <p>*On both MDS, she required weight-bearing assistance of one person for the ADL tasks of bed mobility, transfer, toilet use, and personal hygiene. The ADL of bathing was coded as activity itself did not occur on both MDS.</p> <p>*She was occasionally incontinent of bladder on both MDS, but declined from always continent of bowel on the admission MDS to always incontinent of bowel on the quarterly MDS.</p> <p>*Constipation was coded as not present on both MDS.</p> <p>*The urinary incontinence CAAs completed with the admission MDS noted her as taking a diuretic, having urinary urgency, and needing assistance with toileting.</p> <p>Review of resident 32's care plan revealed:</p> <p>*Psychosocial concerns due to emergency transfer from another LTC location and need to establish routines without specific person-centered interventions initiated on 5/16/22 to encourage her to be involved in the establishment of her daily routines [that is] bath vs [versus] shower, time to wake and go to bed .honor resident's preferences.</p> <p>*No specific intervention related to bathing for the focus of assistance with ADLs revised on 5/16/22; the bathing intervention only said, Assist resident with shower/bathing per schedule, initiated on 5/15/22.</p> <p>*The focus area of alteration in bowel and bladder functioning, revised on 5/16/22, did not specifically address her urinary urgency related but included non-specific interventions to:</p> <p>-Apply moisture barrier to the peri-area after incontinent episode, initiated on 5/15/22.</p> <p>-Remind, offer and assist with toileting as needed, initiated on 5/15/22.</p> <p>Review of resident 32's task documentation for August and September 2022 revealed:</p> <p>*ADL - Bathing prefers shower weekly was noted as completed weekly in August, but:</p> <p>-She did not have a bath from 8/27/22 until 9/10/22, and not again before the last review of bathing documentation on 10/3/22.</p> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-8/31/22 was noted as resident refused, and four dates (9/2/22, 9/9/22, 9/21/22, and 9/28/22) were noted a not applicable.</p> <p>*Bowel documentation revealed frequent gaps of greater than 3 days coded a none, as follows:</p> <p>-Nine days between 8/18/22 and 8/18/22.</p> <p>-Four days between 8/18/22 and 8/23/22.</p> <p>-Four days between 8/26/22 and 8/31/22.</p> <p>-Six days between 9/3/22 and 9/10/22.</p> <p>-Four days between 9/11/22 and 9/16/22.</p> <p>-Six days between 9/20/22 and 9/27/22.</p> <p>Interview on 10/4/22 at 11:04 a.m. with DON B and RNC X revealed they will review her bowel documentation and provide more information if her record shows that her bowel patterns indicate no irregularities.</p> <p>No further documentation was provided before the end of the survey.</p> <p>5. Interview with resident 36 on 9/29/22 at 11:24 a.m. during the resident group meeting revealed:</p> <p>*She said the certified nursing assistants (CNAs) have been too rough when lifting me and have hit my foot during transfers.</p> <p>*When asked if she had let anyone know about that, she replied, They just disregard that and make into big deal.</p> <p>*One CNA was talking on his phone while taking care of me.</p> <p>*Another time, the sling was not fully attached, but her fall was reported as me having sat down instead.</p> <p>Review of the admission lift evaluation on 3/22/22 for resident 36 revealed:</p> <p>*She was unable to stand, pivot, &amp; [and] walk with no assistance or with limited assistance and bear at least 50% [percent] on at least 1 leg.</p> <p>*The type of lift required was a sit to stand.</p> <p>Review of resident 36's electronic health record revealed a general progress note dated 3/26/22 that noted:</p> <p>LPN L was called to resident's room by [CNA M].</p> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*Resident [was] sitting on the floor with her back against the bed.</p> <p>*CNA M and resident state that there was no fall.</p> <p>*CNA M lowered the resident to the floor to prevent her from sliding out of the sling on the stand assist.</p> <p>*The progress note included checkmarks so that it would show on the Shift Report and Show on the 24 Hour Report.</p> <p>Review of resident 36's care plan revealed:</p> <p>*The focus for assistance with ADL's revised on 4/24/22 included interventions:</p> <p>-Initiated on 3/22/22 to Provide DME [durable medical equipment] if needed (wheelchair, cane, walker, etc.), but there was no intervention to use a sit-to-stand lift for transfers, except:</p> <p>-Initiated on 7/1/22 for a restorative nursing programs for transfers-sit to stand 10 reps, safety training.</p> <p>46453</p> <p>6. Observation on 9/28/22 at 5:40 p.m. during supper service in the [NAME] dining room revealed CNA R served coffee to resident 277.</p> <p>Interview at that same date and time with resident 277's wife revealed she:</p> <p>*Wondered why CNA R served coffee to resident 277 because both she and her husband were active Seventh-Day Adventists.</p> <p>*Explained that Seventh-Day Adventists practiced certain dietary restrictions, such as refraining from drinking caffeinated beverages and eating pork.</p> <p>Interview on 9/29/22 at 10:44 a.m. with CNA/CMA EE regarding resident's food preferences revealed:</p> <p>*Food preferences were usually printed on resident's meal tickets and were in the resident's quick view in their electronic medical record.</p> <p>*CNA/CMA EE confirmed there was no information in resident 277's electronic medical record regarding his food preferences.</p> <p>Interview on 9/29/22 at 10:58 a.m. with DM F regarding his role in the care planning process revealed:</p> <p>*He had not been interviewing residents for their food preferences due to being short-staffed in the dietary department.</p> <p>*He thought the social worker was adding dietary preferences to the care plan.</p> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*He was aware that resident 277 refrained from eating pork, however he was not aware that resident 277 also did not drink caffeinated beverages.</p> <p>-He assumed resident 277 was a Muslim because he did not eat pork.</p> <p>-He was not aware that resident 277 was a Seventh-Day Adventist.</p> <p>*He confirmed that resident 277's meal tickets included NO PORK in the notes section of the meal tickets.</p> <p>Interview on 9/29/22 at 1:47 p.m. with SSD D regarding her role in the care planning process revealed she:</p> <p>*Did not add dietary preferences to resident's care plans.</p> <p>*Assumed the dietary manager completed the nutrition and dietary preferences portion of the care plan.</p> <p>*Was aware that resident 277 did not eat pork.</p> <p>*Was unaware that resident 277 was a Seventh-Day Adventist and did not drink caffeinated beverages.</p> <p>*Did not know who was responsible for finding out dietary preferences/allergies/intolerances.</p> <p>Review of resident 277's electronic medical record revealed:</p> <p>*His diet order read Consistent Carbohydrate (CCHO) diet. Regular texture, Nectar thick liquids consistency, Mildly Thick Liquids for Diabetic diet which was ordered on 9/12/22.</p> <p>*His care plan included an intervention of Prescribed diet is heart healthy, which was initiated on 10/3/19.</p> <p>-The Prescribed diet is heart healthy intervention was from a previous stay at the facility.</p> <p>*Resident 277's care plan did not indicate religious dietary preferences of no pork or no caffeinated beverages.</p> <p>7. Interview on 9/27/22 at 3:07 p.m. with resident 71 regarding her overall health condition revealed:</p> <p>*She was feeling weaker than when she was admitted on [DATE].</p> <p>*She needed more assistance from staff and a sit-to-stand aide to get up from her chair because she felt her knees would buckle under her.</p> <p>Interview on 9/29/22 at 4:30 p.m. with registered nurse (RN) Z regarding resident's mode of transferring revealed:</p> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*Staff found out how to transfer a resident in the electronic medical record.</p> <p>*She expected a resident's mode of transferring would be on the care plan.</p> <p>*She could not find how staff were supposed to transfer resident 71 in her electronic medical record or care plan.</p> <p>Interview on 9/29/22 at 4:44 p.m. with director of nursing (DON) B regarding resident's mode of transferring revealed she expected a resident's mode of transferring would be on the care plan.</p> <p>Review of resident 71's care plan revealed:</p> <p>*She required extensive assistance with transfers.</p> <p>*Her care plan did not mention how staff were supposed to transfer resident 71.</p> <p>41895</p> <p>8. Interview on 09/27/22 at 4:02 p.m. with resident 20 revealed she:</p> <p>*Thought she had a sore on her bottom.</p> <p>*Liked to sleep in until about 10:00 a.m. and then go to bed early in the evening.</p> <p>*Was dependent on staff assistance with a mechanical lift to get in and out of the bed and wheelchair.</p> <p>*Most days she would be in the wheelchair until they put her to bed for the night.</p> <p>*Was incontinent of both bowel and bladder and did not always know when she was soiled.</p> <p>*Usually did not get changed from the time the staff assisted her into the wheelchair in the morning until they assisted her back into bed in the evening.</p> <p>*She was currently taking an antibiotic for an urinary tract infection (UTI).</p> <p>Observation on 9/28/22 at 10:51 a.m. of resident 20 while receiving personal cares from CNAs AA and FF and LPN BB revealed:</p> <p>*She had been incontinent of bowel and bladder and was dependent on the staff to clean and change her.</p> <p>*She had small pinpoint open areas to her coccyx area.</p> <p>*LPN BB applied medicated cream to the area and applied skin fold dry sheets into her abdominal folds.</p> <p>Review of resident 20's electronic medical record revealed she had:</p> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*A stage I facility acquired pressure ulcer to her low back that was healed on 9/19/22.</p> <p>-No other documentation was present to show that the area had opened again.</p> <p>*Started an antibiotic on 9/23/22 and was to be on the medication for five days related to an UTI.</p> <p>Review of resident 20's revised 7/21/22 care plan revealed:</p> <p>*She was dependent on two staff for bed mobility, dressing, and personal hygiene.</p> <p>*She required a ceiling lift for all transfers.</p> <p>*She had actual skin impairment related to chronic kidney disease.</p> <p>-Had not indicated what the impairment was or where it was located.</p> <p>*It had not addressed the fact that she had a pressure ulcer or that she was at risk for developing a pressure ulcer.</p> <p>*She did have an air mattress and wheelchair cushion.</p> <p>*She was to be turned and repositioned as needed.</p> <p>*She was to be kept clean and dry.</p> <p>*It had not indicated that she was incontinent of bowel and bladder.</p> <p>*It had not indicated how she was toileted or how often she should have been assisted with incontinence care.</p> <p>*It had not indicated she currently had an UTI or was at risk for an UTI.</p> <p>*It had not indicated her personal preferences for when she liked to get in and out of bed.</p> <p>Interview on 10/03/22 at 4:00 p.m. DON B regarding resident 20's care plan revealed:</p> <p>*The air mattress and wheelchair cushion were put into place on 2/25/22.</p> <p>*No new interventions had been added since the development of the pressure ulcer.</p> <p>*She thought resident 20 should be turned and repositioned at least every two hours.</p> <p>*The pressure ulcer and the resident 20's risk of developing a pressure ulcer should have been addressed in the care plan.</p> <p>*Her skin impairment was not related to her chronic kidney disease.</p> <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*The care plan should have indicated she currently had an UTI and was at risk for developing an UTI.</p> <p>*Resident preferences should be included in the care plan.</p> <p>9. Review of resident 56's electronic medical record revealed:</p> <p>*She had been hospitalized from 8/23/22 through 8/30/22.</p> <p>*Discharge orders from the hospital revealed she had two large serum filled blisters to her abdomen from a coffee burn that occurred during her hospital stay.</p> <p>*On 8/30/22 upon her return to the facility a hot liquid safety evaluation was completed and indicated she was at risk for hot liquid safety.</p> <p>-The evaluation had a text box at the bottom with instructions to add the interventions in the box.</p> <p>Review of resident 56's revised 6/15/22 care plan had not addressed:</p> <p>*Her risk for hot liquid safety.</p> <p>*Interventions put into place to prevent further hot liquid injuries.</p> <p>Interview on 10/03/22 at 4:13 p.m. with DON B regarding resident 56's care plan revealed:</p> <p>*The resident's risk for hot liquid injury should be care planned and interventions put into place to ensure it would not happen again.</p> <p>*The charge nurse does the assessments when residents are admitted or return from a hospitalization .</p> <p>*The interdisciplinary team is responsible to update care plans.</p> <p>10. Review of the provider's September 2019 Care Planning policy revealed:</p> <p>*Individual, resident-centered care planning will be initiated upon admission and maintained by the interdisciplinary team throughout the resident's stay to promote optimal quality of life while in residence. In doing so, the following considerations are made:</p> <p>1. Each resident is an individual. The personal history, habits, likes and dislikes, life patterns and routines, and personality facets must be addressed in addition to medical/diagnosis-based care considerations.</p> <p>2. Each resident has the right to be happy, continue their life-patterns as able, and feel comfortable in their surroundings.</p> <p>(continued on next page)</p>		



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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>3. Care planning is constantly in process; it begins the moment the resident is admitted to the facility and doesn't end until discharge or death.</p> <p>4. Each resident is included in the care planning process and encouraged to achieve or maintain their highest practicable physical and mental abilities through the nursing home stay.</p> <p>5. The physician's orders (including medications, treatments, labs, and diagnostics) in conjunction with the resident's care plan constitute the total 'plan of care.' Physician's orders are referenced in the resident's care plan, but not rewritten into that care plan.</p> <p>6. The DON will be responsible for holding the team accountable to initiating and completing the Admission care plan within 48 hours and the long-term care plan by day 21 and updated as necessary thereafter.</p> <p>*5. Interventions act as the means to meet the individual's needs (not to continue outmoded institutional practices). The recipe for care requires active problem solving and creative thinking to attain, and clearly delineates who, what, where, when, and how the individual resident goals are being addressed and met. Assessment tools are used to help formulate the interventions (they are not THE intervention).</p> <p>*9. Care Plans should be updated between care conferences to reflect current care needs of the individual resident as changes occur. When changes are made in the EHR [electronic health record] Care plan dates, time and name/initials are automatically entered.</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Provide care and assistance to perform activities of daily living for any resident who is unable.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 46453</p> <p>Based on observation, interview, record review, and policy review, the provider failed to ensure 11 of 11 sampled residents (12, 13, 14, 20, 23, 24, 25, 32, 45, 56, and 71) received baths timely per their preference, or at least weekly. Findings include:</p> <p>1. Interview on 9/27/22 at 2:24 p.m. with resident 71 regarding her care revealed:</p> <p>*She had not been feeling well on 9/25/22 when it was her scheduled bath day, and she declined having a bath.</p> <p>*Staff reapproached her later in the day on 9/25/22, however resident 71 was still not feeling well and she declined the bath again.</p> <p>*Staff did not reschedule her bath for any other day that week, telling her she would have to wait until the following week for a bath.</p> <p>Review of resident 71's electronic medical record revealed:</p> <p>*She was admitted on [DATE].</p> <p>*She did not receive a bath until 9/13/22.</p> <p>*She required extensive assistance with transfers, and limited assistance with personal hygiene.</p> <p>*Her brief interview for mental status (BIMS) score was 15, indicating she was cognitively intact.</p> <p>*Her care plan did not indicate bathing preferences, such as how many times per week, or if she preferred a whirlpool bath over a shower or bed bath.</p> <p>*Resident 71 was supposed to have baths on Sundays per the provider's September 2022 bathing schedule.</p> <p>2. Observation and interview on 9/27/22 at 4:33 p.m. with resident 23 revealed:</p> <p>*Her hair was wet and combed.</p> <p>*She had just washed her hair in the sink because she had not had a shower in days.</p> <p>*She was fed up with going for so long without showering and was annoyed that no one helped her shower before her doctor's appointment that was scheduled the next day.</p> <p>Review of resident 23's electronic medical record revealed:</p> <p>*She was admitted on [DATE].</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>*She had a BIMS score of 13, indicating she was cognitively intact.</p> <p>*Her care plan had an intervention of Assist of one staff with shower/bathing. Prefers showers 2x/week. I usually like my shower before my doctor appointments, otherwise if no appointment, I like my shower in the morning. Provide assistance with washing hair. Sometimes, I wash my hair in the sink in my room.</p> <p>*Bathing record report generated from 8/1/22-9/29/22 revealed she:</p> <p>-Only received one shower in August, on 8/23/22.</p> <p>-Received only two showers so far in September, on 9/4/22, and 9/23/22.</p> <p>Review of the provider's August 2022 and September 2022 bathing schedule revealed:</p> <p>*In August, resident 23 was supposed to have a shower on Fridays at 8:00 a.m.</p> <p>*In September, resident 23 was supposed to have a shower on Fridays.</p> <p>41895</p> <p>3. Interview on 9/27/22 at 10:30 a.m. with resident 12 revealed he did not get a bath regularly.</p> <p>Review of resident 12's bathing documentation from 8/1/22 through 9/29/22 revealed he had received a bath on 8/30/22, 9/13/22, 9/20/22, and 9/27/22.</p> <p>Review of resident 12's 7/1/22 Quarterly Minimum Data Set (MDS) revealed:</p> <p>*His BIMS was 13, indicating his cognition was intact.</p> <p>*He was dependent on one staff for bathing.</p> <p>Review of the provider's bath schedule for resident 12 revealed in:</p> <p>*August 2022, he was scheduled for baths on Tuesdays and Fridays.</p> <p>*September 2022, he was scheduled for a shower on Tuesdays.</p> <p>Review of resident 12's revised 10/19/21 care plan revealed to assist resident with shower/bathing per schedule.</p> <p>4. Review of resident 13's bathing documentation between 8/1/22 through 9/29/22 revealed he had:</p> <p>*Refused a bath on 8/31/22.</p> <p>*Had received a bath on 9/4/22 and 9/22/22.</p> <p>*On 9/23/22 the bathing documentation is documented as not applicable.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Review of resident 13's 7/1/22 quarterly MDS revealed: *His BIMS was 5, indicating his cognition was moderately impaired.</p> <p>*He required extensive assistance with bathing.</p> <p>Review of the provider's bath schedule for resident 13 revealed in:</p> <p>*August 2022, he was not on the schedule.</p> <p>*September 2022, he was scheduled for a shower on Thursdays with hospice and a whirlpool on Fridays.</p> <p>Review of resident 13's revised 1/31/22 care plan indicated resident was to get a bath or shower twice a week.</p> <p>5. Observation on 9/27/22 at 12:12 p.m. of resident 14 revealed his:</p> <p>*Hair was not combed and was matted in the back.</p> <p>*Facial hair was about one-fourth inch long.</p> <p>Interview on 9/28/22 at 3:54 p.m. with certified nursing assistant (CNA) AA regarding resident 14 revealed he did not have a razor and only got shaved on his bath days.</p> <p>Observation on 10/3/22 at 4:30 p.m. and on 10/4/22 at 9:22 a.m. of resident 14 revealed his:</p> <p>*Hair was not combed and was matted in the back.</p> <p>*Facial hair was about one-half inch long.</p> <p>Review of resident 14's bathing documentation between 8/1/22 through 10/3/22 revealed he had a bath on 9/17/22, 9/24/22, and 10/1/22.</p> <p>Review of resident 14's 7/1/22 quarterly MDS revealed:</p> <p>*His BIMS was 3, indicating severely impaired cognition.</p> <p>*He required extensive assist with toilet use and personal hygiene.</p> <p>*He had not received a bath in the last 7 days.</p> <p>Review of resident 14's revised 4/21/21 care plan revealed: Assist [resident's name] with shower/bathing per schedule. [Resident name] prefers 1-2 showers per week. If he refuses, try again later. [Resident's name] can become very verbally and physically aggressive. Approach slowly and speak slowly and softly to him.</p> <p>Review of the provider's bath schedule for resident 14 revealed in:</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>*August 2022, he was scheduled for Wednesdays.</p> <p>*September 2022, he was scheduled for a shower on Saturdays.</p> <p>6. Interview on 9/27/22 with resident 20 revealed she had gone several weeks without a bath due to having to wear leg braces.</p> <p>Review of resident 20's bathing documentation between 8/1/22 through 9/28/22 revealed she had:</p> <p>*Received a bath on 9/1/22 and 9/5/22.</p> <p>*Refused a bath on 9/22/22.</p> <p>-There had been no documentation of why or if another time had been set up to make up the missed bath.</p> <p>Review of resident 20's 7/16/22 significant change MDS revealed:</p> <p>*Her BIMS was 13, indicating her cognition was intact.</p> <p>*She was dependent on two staff for bathing.</p> <p>Review of resident 20's revised 7/21/22 care plan revealed:</p> <p>*Assist [resident's name] with shower/bathing per schedule.</p> <p>*She was dependent on one staff for bathing.</p> <p>Review of the provider's bath schedule for resident 20 revealed in:</p> <p>*August 2022, she was scheduled on Wednesdays.</p> <p>*September 2022, she was scheduled on Thursdays.</p> <p>7. Review of resident 25's bathing documentation between 8/1/22 through 9/28/22 revealed she had received a bath in:</p> <p>*August on 8/8/22, 8/11/22, 8/12/22, 8/15/22, and 8/23/22.</p> <p>*September on 9/20/22 and 9/23/22.</p> <p>-She had refused her bath on 9/27/22.</p> <p>Review of resident 25's 7/19/22 quarterly MDS revealed: *Her BIMS was not assessed.</p> <p>*She had not received a bath in the last 7 days.</p> <p>*She required extensive assist with personal hygiene and toilet use.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Review of resident 25's 4/18/22 admission MDS revealed: *Her BIMS was 14, indicating her cognition was intact.</p> <p>*She had not received a bath in the last 7 days.</p> <p>*She required extensive assist with personal hygiene and toilet use.</p> <p>Review of resident 25's 4/17/22 care plan revealed: Assist resident with shower/bathing per schedule.</p> <p>Review of the provider's bath schedule for resident 25 revealed in:</p> <p>*August 2022, she was not on the bath schedule.</p> <p>*September 2022, she was scheduled for a bed bath on Tuesdays and Fridays.</p> <p>8. Interview on 9/27/22 at 4:53 p.m. with resident 45 revealed he had to go without a shower at times because there was not enough staff.</p> <p>Review of resident 45's bathing documentation from 8/1/22 through 9/28/22 revealed he had:</p> <p>*A bath on 8/29/22, 9/1/22, 9/8/22, and 9/15/22.</p> <p>*Refused a bath on 9/22/22.</p> <p>Review of resident 45's 8/18/22 quarterly MDS revealed:</p> <p>*His BIMS was 15, indicating his cognition was intact.</p> <p>*He needed substantial/maximal assistance with bathing.</p> <p>Review of resident 45's care plan revealed:</p> <p>*He requires assistance of 1 staff for showers.</p> <p>*He showers weekly.</p> <p>Review of the provider's bath schedule for resident 45 revealed in:</p> <p>*August 2022, he was scheduled on Mondays and Thursdays.</p> <p>*September 2022, he was scheduled on Thursdays.</p> <p>9. Review of resident 56's bathing documentation from 8/1/22 through 9/28/22 revealed:</p> <p>*She had a bath on 8/9/22, 9/5/22, and 9/8/22.</p> <p>*Documentation on 9/22/22 for whether she had a bath or not stated Not Applicable.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Review of resident 56's 9/6/22 significant change MDS revealed:</p> <ul style="list-style-type: none"> <li>*Her BIMS was 13, indicating her cognition was intact.</li> <li>*She had not received a bath in the last 7 days.</li> <li>*She required extensive assist with personal hygiene and dressing.</li> </ul> <p>Review of resident 56's 1/24/22 care plan revealed: Assist resident with shower/bathing per schedule</p> <p>Review of the provider's bath schedule for resident 56 revealed in:</p> <ul style="list-style-type: none"> <li>*August 2022, she was scheduled for Mondays and Thursdays.</li> <li>*September 2022, she was scheduled for shower on Thursdays.</li> </ul> <p>10. Interview on 9/28/22 at 3:54 p.m. with CNA AA regarding resident bathing revealed:</p> <ul style="list-style-type: none"> <li>*Residents were supposed to get a bath twice a week, but usually only got one a week.</li> <li>*There was a bathing schedule posted in the central shower room.</li> </ul> <p>Interview on 9/28/22 at 4:09 p.m. with licensed practical nurse BB regarding resident bathing revealed:</p> <ul style="list-style-type: none"> <li>*All residents get one bath a week.</li> <li>*If a resident wanted more than one bath a week they could request one.</li> <li>*The bath aide would often get pulled to the floor if they were short staffed and then the baths did not get done for that day.</li> </ul> <p>Interview on 10/03/22 at 3:48 p.m. with director of nursing B regarding resident bathing revealed:</p> <ul style="list-style-type: none"> <li>*Baths were not done when the bath aide was pulled to work the floor.</li> <li>*All residents should get a bath at least once a week and preferably twice a week.</li> </ul> <p>Interview on 10/4/22 at 1:25 p.m. with administrator A and regional nurse consultant X regarding resident bathing revealed:</p> <ul style="list-style-type: none"> <li>*They had known residents were not getting their baths as scheduled.</li> <li>*The bath aide was getting pulled to work the floor and then baths were not getting done.</li> <li>*They were making some staffing changes in the facility to ensure the bath aide would not get pulled to the floor.</li> </ul> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>11. Review of the provider's September 2019 Bathing policy revealed:</p> <p>*The resident has the right to choose timing and frequency of bathing activity.</p> <p>*Bathing preferences are asked upon admission and during quarterly care conference.</p> <p>06365</p> <p>12. Observation and interview on 9/27/22 at 4:19 p.m. with resident 24 revealed:</p> <p>*He gets a bath when the girls have time, and he had only one since I have been here.</p> <p>Review of resident 24's 7/25/22 admission MDS and care plan revealed:</p> <p>*His preference for choosing between a tub bath, shower, bed bath, or sponge bath was coded as very important.</p> <p>*There was no specific intervention related to bathing for the focus of assistance with ADLs revised on 7/29/22; the bathing intervention only said, Assist resident with shower/bathing per schedule, initiated on 7/18/22.</p> <p>Review of the September 2022 bathing preference schedule noted his shower was scheduled on Wednesday each week.</p> <p>Review of task documentation for August, September, and October 2022 revealed:</p> <p>*The ADL - Bathing prefers shower weekly was noted as completed at least weekly in August, but he had not had a shower for 25 days between 9/2/22 and 9/28/22.</p> <p>*It was noted resident refused on 9/5/22 and 9/21/22 was noted as not applicable, which was his scheduled bath day.</p> <p>13. Observation and interview on 9/27/22 at 4:52 p.m. with resident 32 revealed:</p> <p>*She had not had a bath for a long time, and I suppose they don't have time.</p> <p>*There was an odor of stale urine in her room and on her person.</p> <p>Interview with resident 32 on 9/28/22 at 4:25 p.m. revealed she had not yet had a bath.</p> <p>Observation on 10/3/22 at 3:08 p.m. revealed she was asleep on her bed. There was a strong urine odor in her room.</p> <p>Observation and interview with resident 32 on 10/4/22 at 10:54 a.m. revealed:</p> <p>*The odor in her room was not as strong.</p> <p>(continued on next page)</p>		



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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>*She reported she would get bath tomorrow, indicated she did not need a weekly bath, and could give herself sink baths but they don't give soap for her to do that.</p> <p>Review of the September 2022 bathing preference schedule confirmed she was scheduled to receive a bath on Wednesdays.</p> <p>Comparative review of resident 32's 5/20/22 admission MDS and 8/3/22 quarterly MDS and her care plan revealed:</p> <p>*Her preference for choosing between a tub bath, shower, bed bath, or sponge bath was coded as very important on the admission MDS.</p> <p>*Psychosocial concerns due to emergency transfer from another LTC location and the need to establish routines, initiated on 5/16/22, did not have specific person-centered interventions to encourage her to be involved in the establishment of her daily routines, i.e., [that is] bath vs [versus] shower, time to wake and go to bed .honor resident's preferences.</p> <p>*No specific intervention related to bathing for the focus of assistance with ADLs revised on 5/16/22; the bathing intervention only said, Assist resident with shower/bathing per schedule, initiated on 5/15/22.</p> <p>Review of resident 32's task documentation for August and September 2022 revealed the task of ADL - Bathing prefers shower weekly was noted as completed weekly in August, but:</p> <p>*She did not have a bath for 13 days, from 8/27/22 until 9/10/22.</p> <p>*On 8/31/22, it was noted as resident refused, and two dates (9/2/22 and 9/9/22) were noted as not applicable.</p> <p>*She had not had a bath since 9/10/22 through last review of bathing documentation on 10/3/22 during the survey, 23 days.</p> <p>*Not applicable was coded on 9/21/22 and 9/28/22, which were her scheduled bath days.</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Provide appropriate treatment and care according to orders, resident's preferences and goals.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41895</b></p> <p>Based on observation, interview, record review, and procedure review, the provider failed to:</p> <p>*Follow up and monitor for signs and symptoms for a urinary tract infection (UTI) resulting in hospitalization for one of one sampled resident (12).</p> <p>*Provide sufficient incontinence and peri care to avoid development of a UTI for one of one sampled resident (55).</p> <p>*Provide ongoing educational opportunities for one of one sampled resident (40) who self-cares for his ostomy.</p> <p>*Provide fluids that were thickened to the correct consistency based on physician's orders for one of one sampled resident (277).</p> <p>*Address all aspects of a resident's pain and implement interventions for one of one sampled resident (15).</p> <p>Findings include:</p> <p>1. Observation and interview on 9/27/22 at 10:54 a.m. of resident 12 in his room while certified nursing assistants (CNA) M and FF assist him to get ready for a shower.</p> <p>*CNAs M and FF used the mechanical total body lift to move him from his wheelchair and into bed.</p> <p>*They undressed him in the bed, emptied his catheter bag, set the catheter bag on his lap, and with the mechanical lift assisted him into the shower chair.</p> <p>*CNA M pushed him to the east shower room in the shower chair with the catheter bag on his lap.</p> <p>*When she got him in the shower, she then moved the catheter bag below the bladder and attached it to the side of the shower chair.</p> <p>Interview on 9/27/22 at 11:32 a.m. with CNA M regarding the above observation revealed:</p> <p>*She had been educated to empty the catheter bag prior to transferring a resident so then the bag could be placed in their lap so it would not get pulled out.</p> <p>*She had agreed there could still be urine in the tubing of the bag that could go back into the bladder.</p> <p>*Resident 12 had a history of UTIs.</p> <p>Interview on 9/27/22 at 11:52 a.m. with licensed practical nurse BB regarding resident 12's catheter revealed:</p> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>*She had changed the resident's catheter recently with no issues.</p> <p>*He was not currently on antibiotics for UTI.</p> <p>*Did have a history of UTIs.</p> <p>*Had not had an infection or hospitalization recently.</p> <p>*The CNAs put the catheter bag in his lap because resident 12 is nervous it will get pulled on.</p> <p>Review of resident 12's medical record revealed:</p> <p>*4/26/22 he had seen a urologist and a foley catheter was inserted. He was to have the catheter changed every 30 days.</p> <p>*There was an order on his treatment administration record (TAR) to change his catheter on 5/26/22. This had not been signed as completed.</p> <p>*A nurses note from 6/1/22 at 5:58 p.m.: Resident c/o [complaints of] Right side abdominal pain that started this morning et [and] gradually got worse thru out the day pain 6/10 per resident; writer emptied 300cc [cubic centimeter] of dark light brown urine per cath [catheter]bag. PRN [as needed] Tramadol given as ordered for pain PRN. VS [vital signs] 98.9-98-20-158/82. Will continue to monitor.</p> <p>*No other documentation regarding residents' abdominal pain until 6/3/22 at 5:10 p.m. and a nurses note indicated resident was sent to the emergency department for persistent abdominal pain that was not relieved with pain medications.</p> <p>*6/3/22 he was seen by Avel eCare via a two-way audiovisual telehealth system for evaluation of his abdominal pain.</p> <p>-Review of the note from this visit had indicated:</p> <p>--The pain had started the night before.</p> <p>--No mention of the symptoms he was having on 6/1/22.</p> <p>--His abdomen was distended and tender.</p> <p>--Plan was to transfer him to the emergency department to rule out appendicitis.</p> <p>Review of resident 12's 4/29/22 care plan revealed:</p> <p>*[Resident name] will show no signs and symptoms of urinary infection.</p> <p>*Change foley catheter per facility protocol or MD [medical doctor] order.</p> <p>Interview on 9/29/22 at 3:06 p.m. and on 10/3/22 at 3:41 p.m. with director of nursing (DON) revealed:</p> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>*There had been no other documentation between 6/1/22 when the pain first presented until 6/3/22 when he was sent to the hospital.</p> <p>*Had expected a nurse to notify a doctor with his complaints on 6/1/22.</p> <p>*Had expected nurses to monitor and document in his medical record after his change on 6/1/22.</p> <p>*His catheter should have been changed and signed out on the TAR on 5/26/22.</p> <p>45683</p> <p>2. Interview on 9/27/22 at 2:06 p.m. with resident 55 revealed she:</p> <p>*Was in her room in a bariatric bed.</p> <p>*Stated she had gone to the hospital this summer for treatment of a UTI.</p> <p>*Could not remember exact date.</p> <p>Record review for resident 55 revealed:</p> <p>*She had been admitted on [DATE].</p> <p>*She had a brief interview of mental status (BIMS) of 10, meaning she was moderately impaired.</p> <p>*Her diagnosis included: overactive bladder, indwelling catheter, UTI.</p> <p>*She was sent to the emergency roiaognom on [DATE] after a sudden change in condition.</p> <p>-diagnosed with sepsis (acute), acute UTI, E. coli bacteremia and acute alteration in mental status.</p> <p>-Returned to the provider on 6/7/22.</p> <p>*Her revised care plan dated 6/9/22 revealed interventions for monitoring resident 55 for:</p> <p>-Risk for alteration of bowel and bladder functioning related to:</p> <p>--Foley catheter use.</p> <p>--Obesity.</p> <p>--Impaired mobility.</p> <p>--Diuretic use.</p> <p>--Bowel incontinence.</p> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>--History of UTI.</p> <p>-Catheter related trauma.</p> <p>-Catheter care every shift and as needed.</p> <p>-Change Foley catheter per facility protocol or MD order.</p> <p>-Monitor urine/catheter output every shift.</p> <p>-Monitor for pain/discomfort due to catheter use.</p> <p>Interview on 10/04/22 at 9:09 a.m. with regional nurse consultant X and DON B regarding resident 55's UTI/sepsis hospitalization revealed:</p> <p>*Her change in condition was a sudden onset of slurred speech and slow response.</p> <p>*The physician evaluated her while doing rounds and ordered her to be transferred to the emergency department.</p> <p>*The provider did update the care plan after this hospital stay to provide more guidance to staff.</p> <p>*Staff need to do a better job with peri care and re-education.</p> <p>3. Observation and interview on 9/28/22 at 9:32 a.m. with resident 40 in his room revealed:</p> <p>*He had been sitting in his electric wheelchair.</p> <p>*A catheter bag had been hanging off a garbage can and the tubing had been lying on the floor of his bathroom.</p> <p>*The toilet had urine remaining in the bowl, and fecal matter spattered around the back half of the toilet and the toilet seat.</p> <p>*Stains had been noted on his bed mattress.</p> <p>*The front of his electric wheelchair had a thick layer of dirt.</p> <p>*His ostomy bag had been hanging below his shirt on the outside of his pants.</p> <p>*Multiple bottles of personal hygiene products and empty boxes cluttered up his room.</p> <p>*He did not like people coming into his room to organize his stuff.</p> <p>Review of resident 40's electronic medical record revealed:</p> <p>*He had been admitted on [DATE].</p> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>*He had a brief interview for mental status (BIMS) of 15, meaning he was cognitively intact.</p> <p>*His diagnosis included: personal history of malignant neoplasm of bladder, ostomy and urinary tract infection (UTI).</p> <p>*His revised care plan dated 7/13/21 revealed:</p> <p>-He preferred to provide his own ostomy cares.</p> <p>-He did not follow infection protocols as he has done this for many years.</p> <p>*He had been diagnosed with a UTI on 8/4/22.</p> <p>Interview on 9/28/22 at 3:39 p.m. with administrator A regarding observations of resident 40 revealed:</p> <p>*She had agreed his room does need to be reorganized.</p> <p>*He will only allow housekeeping in his room once a month.</p> <p>*She had agreed the catheter tubing laying on the floor would be an infection control issue.</p> <p>Interview on 9/28/22 at 4:21 p.m. with DON B regarding observations of resident 40's bathroom revealed she:</p> <p>*Had not been aware that his catheter bag and tubing had been stored in his bathroom.</p> <p>*Agreed that would have been an infection control issues.</p> <p>*Did not find any documentation that the provider tried to re-educate resident 40 on ostomy care.</p> <p>4. Review of the provider's September 2019 Catheter Care procedure revealed:</p> <p>*The purpose of the procedure was to prevent catheter-associated infections.</p> <p>*The catheter bag was to be positioned lower than the bladder to prevent urine from flowing back into the bladder.</p> <p>*To keep the catheter tubing and bag off the floor.</p> <p>*Residents who wanted to perform their own catheter care should be assessed to ensure they knew how to do it safely.</p> <p>*To notify the physician immediately with any signs or symptoms of urinary tract infection.</p> <p>46453</p> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>5. Observation on 9/28/22 at 5:40 p.m. of CNA R during supper service in the [NAME] dining room revealed she served coffee to resident 277 without thickening the beverage.</p> <p>Interview at that time with CNA R about resident 277 revealed she:</p> <ul style="list-style-type: none"> <li>*Did not know resident 277 had an order for nectar thickened fluids.</li> <li>*Did not really know the residents on the [NAME] unit.</li> <li>*Had seen resident 277's wife give him thin fluids previously, so she thought he could have thin fluids.</li> <li>*At that time, she retrieved the coffee, thickened it, and returned it to resident 277.</li> </ul> <p>Interview at that time with resident 277's wife revealed she:</p> <ul style="list-style-type: none"> <li>*Wondered why CNA R served coffee to resident 277 because both she and her husband were active Seventh-Day Adventists.</li> <li>*Discussed that Seventh-Day Adventists practiced certain dietary restrictions, such as refraining from drinking caffeinated beverages.</li> </ul> <p>Please refer to tag F656, finding 6 for additional information regarding resident 277's religious dietary preferences.</p> <p>Review of resident 277's order summary report revealed:</p> <ul style="list-style-type: none"> <li>*He had a 9/12/22 physician's order for nectar thick fluids.</li> </ul> <p>06365</p> <p>6. Observation and interview on 9/27/22 at 11:27 a.m. with resident 15 revealed:</p> <ul style="list-style-type: none"> <li>*Sleeping in the wheelchair is not good, it hurts my tailbone.</li> <li>*He was supposed to be getting a recliner and the social service designee was working on it.</li> <li>*His right leg had an open area that was wrapped, and he reported he went to a wound doctor for it.</li> <li>*He had pain that was increasing, and he received two pills for pain, but he needed more.</li> </ul> <p>Review of the 7/12/22 admission Minimum Data Set (MDS) assessment for resident 15 revealed:</p> <ul style="list-style-type: none"> <li>*The pain interview assessment coded him as having occasional pain at a rating of five that limited his day-to-day activities.</li> <li>*He had shortness of breath when lying flat.</li> </ul> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Review of resident 15's care plan revealed:</p> <p>*No interventions to obtain a recliner in his room to address his preference and need for comfort. (Refer to F656, finding 1.)</p> <p>*Pain focus area related to his leg wound, revised on 7/14/22, with interventions of:</p> <p>-Resident will report complaints of pain or requests for treatment.</p> <p>-The medication will have the intended effect or the nurse will notify the physician if interventions are unsuccessful.</p> <p>Review of the September 2022 medication administration record (MAR) revealed he received:</p> <p>*Three Gabapentin 300 milligrams (mg) capsules at bedtime for the non-pressure chronic ulcer on his lower leg, started on 9/2/22, (a medication used to manage pain due to damaged nerves).</p> <p>*Two Gabapentin 300 mg capsules two times a day for chronic venous hypertension with ulcer of his lower leg, started on 9/2/22.</p> <p>*Two acetaminophen 325 mg tablets every 4 hours as needed for pain, not to exceed 100 mg a day, started on 7/6/22.</p> <p>*One hydrocodone-acetaminophen 5-325 mg tablet every 6 hours as needed for moderate pain for non-pressure chronic ulcer of lower leg, started on 7/19/22. It was administered only on 9/28/22.</p> <p>An additional order on the September MAR revealed:</p> <p>*Staff were to remind resident to elevate legs above the heart 3-4 times a day for 30-45 minutes and at night when in bed after meals and at bedtime related to generalized edema.</p> <p>*Documentation was present 4 times a day on 9/1/22 - 9/30/22 except for:</p> <p>-The 9:00 p.m. time on 9/2/22.</p> <p>-The 9:00 a.m. and 1:00 p.m. times on 9/26/22.</p> <p>Review of progress notes between 7/19/22 and 10/3/22 revealed:</p> <p>*No notation regarding an effort to obtain a recliner for resident 15.</p> <p>*A 9/2/22 progress note reported:</p> <p>-The order for three Gabapentin at bedtime was an increased dose.</p> <p>-The resident wants a different mattress - he feels like hes [sic] going to fall out of bed.</p> <p>Interview on 10/4/22 at 11:10 a.m. with SSD D revealed:</p> <p>(continued on next page)</p>		



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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>*Resident had used a recliner at his previous long-term care location.</p> <p>*He did not have a bed in his room at that location.</p> <p>*She knew he wanted a recliner and was working on it but confirmed she had not written a progress note.</p>		

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<p>F 0686</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Provide appropriate pressure ulcer care and prevent new ulcers from developing.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41895</b></p> <p>Based on observation, interview, record review, and policy review, the provider failed to ensure one of one resident (20) with a facility acquired pressure ulcer had received necessary care and interventions to prevent her wound from developing and worsening. Findings include:</p> <p>1. Observation and interview on 9/27/22 at 4:02 p.m. with resident 20 revealed:</p> <p>*She had gone several weeks without a bath or a shower.</p> <p>*She could not recall the specific date but stated recently a staff person had assisted her into bed for the evening without changing her brief or removing her clothing. When she woke up in the morning, she was still in the same brief soiled with urine and stool and clothing.</p> <p>*She had been in her wheelchair since they had gotten her out of bed that morning around 10:00 a.m.</p> <p>*It was her normal routine to get up later in the morning around 10:00 a.m. and then be in her chair until the staff assisted her to lay down in the late afternoon or early evening.</p> <p>-She indicated staff usually would not check to see if she was dry, change her brief, or reposition her while she was up in her wheelchair.</p> <p>*In the evening when she was ready to lay down, at times it took up to two hours for staff to come assist her. She was often told 'just a minute' and then no one would come back to assist her.</p> <p>*After she was assisted into bed for the evening, the staff would usually come in between 9:00 p.m. and 10:00 p.m. to ensure her brief was dry, and then she did not get checked again until between 4:00 a.m. and 5:00 a.m.</p> <p>*Staff did not reposition her at night.</p> <p>*She did have a sore on her bottom and the nurses would put cream on it.</p> <p>Observation and interview on 9/28/22 at 3:39 p.m. with resident 20 revealed:</p> <p>*Staff had come in to change her soiled brief around 5:00 a.m. and then was not checked or changed again until she was assisted into her wheelchair for the day around 10:00 a.m.</p> <p>*She had not been changed or moved since they put her into the wheelchair.</p> <p>*She did not know if her brief was soiled or not.</p> <p>Observation on 9/28/22 at 10:51 a.m. of resident 20 in her bed laying on her side while certified nursing assistants (CNA) N and AA performed perineal cares revealed:</p> <p>*Her coccyx was reddened with pinpoint open areas to her lower back on her coccyx.</p> <p>(continued on next page)</p>		

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<p>F 0686</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>*Licensed practical nurse had come into the room with Calmoseptine cream and instructed CNA AA to apply a thin layer to the reddened open area.</p> <p>Review of resident 20's 7/16/22 significant change MDS revealed:</p> <p>*Her BIMS was 13, indicating her cognition was intact.</p> <p>*She was dependent on two staff for bed mobility, transfers, dressing, toilet use, personal hygiene, and bathing.</p> <p>*She was dependent on one staff for locomotion.</p> <p>*She could not walk and used a wheelchair.</p> <p>*She was always incontinent of bowel and bladder.</p> <p>*She was at risk for developing a pressure ulcer.</p> <p>*She did not currently have a pressure ulcer.</p> <p>*She did have moisture associated skin damage (MASD).</p> <p>*There had been a pressure reducing device for her chair and her bed.</p> <p>Review of resident 20's medical record revealed:</p> <p>*She had been admitted on [DATE].</p> <p>*She had been admitted with a stage II pressure ulcer to her right buttock that was healed on 7/29/22.</p> <p>*An order to apply Calmoseptine ointment to buttocks twice a day due to incontinence of bowel and bladder.</p> <p>*6/19/22 at 12:11 p.m. a progress note indicated: small of back with a indented are [area] with redness surrounding the indention no visible open are [area] applied zinc oxide.</p> <p>-It had not indicated whether the physician was notified.</p> <p>*She had been hospitalized from 7/8/22 through 7/12/22.</p> <p>*She had returned from the hospital with fractures to both legs and an elbow.</p> <p>*Wound summary documentation indicated:</p> <p>-She had a stage I pressure ulcer on her low back:</p> <p>--6/22/22, measuring 4 centimeters (cm) x 5 cm.</p> <p>(continued on next page)</p>		

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<p>F 0686</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>--7/8/22, measuring 3.8 x 4 cm.</p> <p>--7/22/22 and 7/29/22, measuring 2.5 cm x 1 cm.</p> <p>--8/19/22, measuring 2.2 cm x 1 cm.</p> <p>-On 9/19/22 the pressure ulcer was documented as healed.</p> <p>*On 7/12/22 in her readmission user defined assessment (UDA) had indicated she had no:</p> <p>-History of a pressure ulcer.</p> <p>-Existing pressure ulcer.</p> <p>*One 7/12/22 she had refused a skin assessment upon readmission due to complaints of pain.</p> <p>*The first skin assessment was completed on 7/25/22 and stated she had a red groin.</p> <p>*Her skin assessment on:</p> <p>-8/2/22 stated she had an alteration in skin integrity but did not indicate what it was or where it was located.</p> <p>-8/9/22 and 8/16/22 she had redness under breasts, left inner thigh, groin folds, and coccyx.</p> <p>-8/23/22 the skin on her coccyx was pink and irritated. Calmoseptine cream was applied.</p> <p>-8/30/22 her groin is red.</p> <p>-9/6/22 stated she had an alteration in skin integrity but did not indicate what it was or where it was located.</p> <p>-9/14/22 stated she had an alteration in skin integrity but did not indicate what it was or where it was located.</p> <p>*No documentation of how often she was being repositioned.</p> <p>Review of resident 20's bathing documentation between 8/1/22 through 9/28/22 revealed she had:</p> <p>*Received a bath on 9/1/22 and 9/5/22.</p> <p>*Refused a bath on 9/22/22.</p> <p>-There had been no documentation of why or if another time had been set up to make up the missed bath.</p> <p>Review of resident 20's revised 7/21/22 care plan revealed:</p> <p>(continued on next page)</p>		

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<p>F 0686</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>*She had an actual impairment in skin integrity r/t CKD [related to chronic kidney disease].</p> <p>*It had not indicated what the skin impairment was or where it was located.</p> <p>*Had a goal for her wound to not develop infection.</p> <p>*Apply wound treatment as ordered by the physician.</p> <p>*Encourage good nutrition and hydration in order to promote healthier skin.</p> <p>*Keep skin clean and dry. Use lotion to dry skin.</p> <p>*Monitor/document location, size and treatment of skin injury. Report abnormalities, failure to heal, signs and symptoms of infection, maceration etc. to MD [medical doctor].</p> <p>*Pressure reduction mattress and w/c [wheelchair] cushion. This was initiated on 2/25/22.</p> <p>*Turn and reposition as needed.</p> <p>*It had not indicated she was at risk for pressure ulcers or that she currently had a pressure ulcer.</p> <p>Interview on 9/28/22 at 3:54 p.m. with CNA AA regarding resident 20 revealed:</p> <p>*She usually worked a twelve hour day shift.</p> <p>*When she was working, they would get resident 20 up into her wheelchair around 10:00 a.m. or when she called for assistance.</p> <p>-This was the first time she had been changed or repositioned on the day shift.</p> <p>*Resident 20 would then stay in her wheelchair until she was ready to get into bed for the evening.</p> <p>*They did not check to ensure she was dry during the time she was in her wheelchair or reposition her.</p> <p>*Resident 20 was always incontinent of bowel and bladder and did not use the toilet.</p> <p>*Resident 20 did have a sore on her bottom.</p> <p>Interview on 9/28/22 with LPN BB regarding resident 20 revealed:</p> <p>*Resident 20 did have a pressure ulcer to her coccyx area and the nurses were putting cream on it.</p> <p>*She had thought all wounds in the building were measured weekly.</p> <p>(continued on next page)</p>		

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<p>F 0686</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>*Had not been aware staff did not ensure resident 20's brief was clean and dry while she was up out of bed in her wheelchair.</p> <p>Interview on 9/29/22 at 4:11 p.m. with regional nurse consultant X revealed:</p> <p>*There was not a nurse designated as the wound nurse.</p> <p>*Director of nursing and Minimum Data Set nurse shared the role.</p> <p>*All pressure ulcers were to be measured weekly.</p> <p>Interview on 10/3/22 at 4:00 p.m. with director of nursing B regarding resident 20's pressure ulcer revealed:</p> <p>*Interventions put into place were an air mattress, wheelchair cushion, keep skin clean and dry, and to turn and reposition as needed.</p> <p>*She thought the resident should have been repositioned every two hours.</p> <p>*She had not been aware resident 20 was not checked to ensure she was clean and dry while up in her wheelchair.</p> <p>*She had expected the staff at night to ensure she was clean and dry.</p> <p>*The pressure ulcer and her risk of developing a pressure ulcer should have been included in the care plan.</p> <p>*Resident 20's skin impairment was probably not related to her chronic kidney disease but from not being repositioned and being clean and dry.</p> <p>*They had not had a dedicated wound nurse, so the measurements of wounds were not getting done weekly.</p> <p>Review of the provider's April 2021 Skin Program revealed:</p> <p>*To provide care and services to prevent pressure injury development, to promote the healing of pressure injuries/wounds that are present and prevent development of additional pressure injuries/wounds.</p> <p>*A skin assessment should have been completed at time of readmission.</p> <p>*When a pressure ulcer was identified it was to be reassessed weekly, and provider was to be updated if not improving within two or three weeks.</p> <p>*7. Nursing personnel will develop a plan of care (POC) with interventions consistent with resident and family preferences, goals and abilities, to create an environment to the resident's adherence to the pressure injury prevention/treatment plan.</p> <p>(continued on next page)</p>		

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<p>F 0686</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>*POC to include: Impaired mobility, Pressure relief, Nutritional status and interventions, Incontinence, Skin condition checks, Treatment, Pain, Infection, Education of resident and family, Possible causes for pressure injury and what interventions have been put into place to prevent.</p> <p>*Skin checks to be completed at least weekly by a Licensed Nurse.</p> <p>Review of the provider's September 2019 Care Planning policy revealed each resident's care plan should be updated to reflect their current needs.</p>		

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<p>F 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 06365</p> <p>Based on observation, interview, record review, and policy review, the provider failed to investigate a fall incident from sit-to-stand lift for one of four sampled residents (36). Findings include:</p> <p>1. Interview with resident 36 on 9/29/22 at 11:24 a.m. during the resident group meeting revealed:</p> <p>*She was positioned up to a dining room table while seated in a wheelchair with her feet positioned on foot pedals.</p> <p>She said the certified nursing assistants (CNAs) have been too rough when lifting me and have hit my foot during transfers.</p> <p>*When asked if she had let anyone know about that, she replied, They just disregard that and make into big deal.</p> <p>*One CNA was talking on his phone while taking care of me.</p> <p>*Another time, the sling was not fully attached, but her fall was reported as me having sat down instead.</p> <p>Interview on 10/04/22 at 11:04 a.m. with director of nursing B and regional nurse consultant X revealed:</p> <p>*The incident of her sitting down should have been reported and investigated as a fall.</p> <p>*They review the record for fall documentation and provide if anything was found.</p> <p>Review of the admission lift evaluation on 3/22/22 for resident 36 revealed:</p> <p>*She was unable to stand, pivot, &amp; [and] walk with no assistance or with limited assistance and bear at least 50% [percent] on at least 1 leg.</p> <p>*The type of lift required was a sit to stand.</p> <p>Review of resident 36's electronic health record revealed a general progress note dated 3/26/22 that noted:</p> <p>*Licensed practical nurse (LPN) L was called to resident's room by [CNA M].</p> <p>*Resident [was] sitting on the floor with her back against the bed.</p> <p>*CNA M and resident state that there was no fall.</p> <p>(continued on next page)</p>		



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<p>F 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>*CNA M lowered the resident to the floor to prevent her from sliding out of the sling on the stand assist.</p> <p>*The progress note included checkmarks so that it would show on the Shift Report and Show on the 24 Hour Report.</p> <p>A review of the user defined assessments (UDA) completed since the admitted [DATE] did not reveal a fall risk evaluation following the 3/26/22 progress note.</p> <p>Comparative review of the 3/28/22 admission Minimum Data Set (MDS) and the 9/15/22 quarterly MDS for resident 36 revealed:</p> <p>*Her admitted was 3/22/22.</p> <p>*The 3/28/22 admission MDS coded none as the number of falls since admission.</p> <p>*The brief interview for mental status revealed she was cognitively intact with no behavior symptoms.</p> <p>*For the activities of daily living (ADL) task of transfer, she required non-weight bearing assistance of one person on 3/28/22 and then weight-bearing assistance of one person on 9/15/22.</p> <p>*For the ADL of toilet use and transferring on and off the toilet, she required non-weight bearing assistance of two persons on 3/28/22 and the weight-bearing assistance of one person on 9/15/22.</p> <p>*Walking in her room occurred once or twice with two persons assist on 3/28/22 and then did not occur on 9/15/22.</p> <p>Review of resident 36's care plan revealed:</p> <p>*The focus for assistance with ADL's revised on 4/24/22 included interventions:</p> <p>-Initiated on 3/22/22 to Provide DME [durable medical equipment] if needed (wheelchair, cane, walker, etc.), but there was no intervention to use a sit-to-stand lift for transfers, except:</p> <p>-Initiated on 7/1/22 for a restorative nursing programs for transfers-sit to stand 10 reps, safety training.</p> <p>Review of September 2022 task documentation for transfers revealed she required weight-bearing physical assistance from one person most of the time that task occurred. Four times there were two persons who assisted.</p> <p>Review of the provider policy dated November 2019 for Falls Management revealed:</p> <p>*The fall definition included:</p> <p>-A fall is the unintentional change in position coming to rest on the ground, floor or onto the next lower surface (e.g., [example] onto a bed, chair, or bedside mat).</p> <p>(continued on next page)</p>		

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<p>F 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-An intercepted fall occurs when the resident would have fallen if he or she had not caught him/herself or had not intercepted by another person - this is still considered a fall.</p> <p>*The Procedure upon Admission/Readmission included:</p> <p>-Implement goals and interventions with resident/resident representative for inclusion in the Plan of Care based on individual needs and identified risks.</p> <p>-Communicate interventions to the caregiving teams.</p> <p>*Post Fall/Injury Resident Management included the nurse was to complete a quick head-to-toe scan and obtains vital signs and enters that data into Risk Management.</p> <p>*Fall Injury Prevention - Post Fall included:</p> <p>-Complete Fall Risk Evaluation 1.5 UDA.</p> <p>-Complete Pain Assessment 1.1 Version 2 UDA.</p>		

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<p>F 0692</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>Provide enough food/fluids to maintain a resident's health.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 06365</p> <p>Based on observation, interview, and record review, the provider failed to ensure maintenance of hydration status for one of one resident (16). Findings include:</p> <p>1. Observation and interview on 9/27/22 at 9:59 a.m. revealed resident 16:</p> <p>*Was in bed with the head of the bed raised and an overbed table on wheels positioned in front of her. A big water mug with a straw was on the overbed table.</p> <p>*Had patches of flaky skin on her lips and teeth appeared dull with yellow build-up and dry.</p> <p>*Moved her arms about in uncontrollable jerking movements.</p> <p>*Spoke with a muffled sound and moved her lips only slightly when she confirmed that she received enough to drink throughout each day.</p> <p>Observation on 9/27/22 at 12:10 p.m. revealed resident 16 was seated in a high back wheelchair in the dining room being fed by a certified nursing assistant (CNA).</p> <p>Interview on 9/28/22 at 3:51 p.m. with CNAs S and V revealed:</p> <p>*They were assigned to work on resident 16's wing that day for a twelve hour shift starting at 6:00 a.m.</p> <p>*CNAs were responsible for picking up water mugs from resident rooms and delivering fresh water in clean mugs to resident rooms.</p> <p>*They had not had time today to do that.</p> <p>Observation and interview on 9/28/22 at 4:26 p.m. with resident 16 revealed:</p> <p>*Her lips did not have flakes of skin but were pale in color and dry and her teeth remained dull and dry.</p> <p>*A smaller white plastic water mug full of water with a straw was in front of her on the overbed table.</p> <p>*She was unable to state what time it had been provided.</p> <p>Interview on 9/29/22 at 10:00 a.m. revealed the seven residents who attended a resident group meeting at that time agreed they received fresh ice water when they ask for it, but it was not routinely delivered without asking.</p> <p>Observation on 9/30/22 at 10:10 a.m. of resident 16 revealed:</p> <p>(continued on next page)</p>		

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<p>F 0692</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>*She was in bed sleeping.</p> <p>*Her lips were pale, dry, and rough.</p> <p>*Eight ounces (oz) of water in a 9 oz white plastic water mug with a straw was on the overbed table.</p> <p>Interview on 9/30/22 at 10:12 a.m. with CNA S revealed:</p> <p>*She and the other CNA assigned to the wing had not passed fresh water yet.</p> <p>*She reported resident 16 was able to pick up her water mug and drink from the straw.</p> <p>Review of resident 16's electronic health record (EHR) revealed:</p> <p>*Her entry date was 1/26/21 with diagnoses including multiple sclerosis, Hemiplegia and hemiparesis, neuromuscular dysfunction of bladder, chronic pain syndrome, and major depressive disorder.</p> <p>*The care plan included:</p> <p>-An intervention initiated on 2/10/21 to encourage adequate fluid intake that addressed the goal for no urinary tract infections related to her previous history of UTIs and use of a suprapubic (SP) catheter.</p> <p>-An intervention revised on 7/26/21 to report to the nurse any signs and symptoms of discomfort on defecation and frequency related to her risk for alteration of bowel .related to .always incontinent of bowel.</p> <p>-A focus for use of antidepressant medication, Remeron (mirtazapine), initiated on 9/17/20 and resolved [removed] on 8/2/21, with an intervention to monitor/document side effects .dry mouth, dry eyes, constipation, urinary retention.</p> <p>-Two focus areas revised on 6/15/22 that did not include interventions for how staff would ensure adequate hydration related to:</p> <p>--Required assistance with activities of daily living (ADL) due to hemiparesis, including the ADL of eating.</p> <p>--Potential for altered nutritional status due to multiple sclerosis. One intervention stated, I like iced coffee with my meals with extra cream and sugar.</p> <p>*The September 2022 medication administration record (MAR) revealed the following orders:</p> <p>-On 1/28/21, monitor for dry mouth, constipation . and other potential side effects related to antidepressant use. Both day and evening shifts were documented (except for three blank shifts) with a checkmark instead of as directed: Document: 'Y' if monitored and any of the above observed. 'N' if monitored and not of the above was observed.</p> <p>(continued on next page)</p>		

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<p>F 0692</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>-On 3/4/21, mirtazapine 30 mg [milligrams] by mouth at bedtime for depression.</p> <p>-On 3/23/21, polyethylene glycol 3350 powder 17 gram by mouth as needed every 24 hours for constipation. It was not recorded as being given on any day during the month.</p> <p>-On 11/4/21, Ditropan XL extended release 24 hour 15 mg, give 1 tablet by mouth one time a day to treat muscle spasms. According to Drugs.com, Ditropan is used to treat symptoms of an overactive bladder and may cause side effects including constipation, dehydration, and dry mouth.</p> <p>-On 11/13/21, Bisacodyl tablet delayed release 5 mg give 10 mg by mouth one time a day for constipation.</p> <p>*The most recent quarterly dietary evaluation, dated 2/2/22, noted:</p> <p>-She had functional problems and needed significant physical assistance to eat.</p> <p>-No evaluation of lab values.</p> <p>-An average intake of fluid at 1500-2000 milliliters (mL) daily.</p> <p>*Comparative review of the 11/2/21 annual Minimum Data Set (MDS) assessment and the 7/8/22 quarterly MDS noted the following declines:</p> <p>-The brief interview for mental status scored her as cognitively intact then moderately impaired.</p> <p>-The mood interview coded her as reporting no symptoms then feeling tired or having little energy nearly every day.</p> <p>-Her upper extremity range of motion limitation was coded as just one side then on both sides of her body.</p> <p>-Her bowel status was coded as occasionally incontinent with no constipation to having constipation present.</p> <p>Review of communication records in resident's 16's EHR over the past three months revealed ongoing concerns with irrigation of the catheter, urinary tract infections, and skin breakdown, as follows:</p> <p>*A discharge record dated 7/17/22 from the emergency room (ER) noted a clinical impression of obstructed SP and UTI with instructions for an antibiotic twice a day for three days and push fluids.</p> <p>*Progress notes on 7/18/22, 7/22/22, and 8/2/22 addressed insurance denial, a physician order for use of Renacidin, a catheter irrigation solution, and to use 30cc NS [normal saline] TID [three times a day] as an alternate.</p> <p>*A urology consult on 8/3/22 at 3:49 p.m. ordered irrigate SP catheter PRN [as needed] with 60 cc's [cubic centimeter] of sterile water and a 60 cc cath [catheter] tip syringe if catheter is plugged.</p> <p>(continued on next page)</p>		

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<p>F 0692</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>*A telemedicine consult on 8/3/22 at 4:28 p.m. noted the SP catheter was plugged and licensed practical nurse (LPN) L could not clear it with irrigation with an order request to send to the ER.</p> <p>*A nursing progress note on 8/21/22 at 4:24 p.m. reported, This am [before noon] prior to Renacidin Foley flush cna reported res [resident] peri [private] area very red with yellow discharge also reported res bypassing urine. Writer also observed res urine coming out of cath insertion site. Attempted to flush cath with renacidin which was a very hard flush. Only small amount went through actual catheter. Flushed cath with ns, then repeated renacidin clamped for 20 min. When disconnecting cath tubing for flush, res urine very thick like maple syrup, and slimy. Urine dark amber color, with very foul odor. Spoke with res about needing to increase fld [fluid] intake, and educated cna as well.</p> <p>*A faxed order on 8/22/22 directed 1500 cc [cubic centimeters] fluid per day, Please write a schedule &amp; [and] make sure this is getting done and check UA [urinalysis] w/C&amp;S [with culture and sensitivity].</p> <p>*An order was entered on 8/22/22 to give 500 mL of fluids TID.</p> <p>*A note faxed on 8/23/22 to the physician reported an open area to L [left] buttock cheek crease with an order to treat.</p> <p>*Two progress notes on 8/25/22 at 10:39 a.m. and 2:50 p.m. reported, catheter flushes unsuccessful and continues to bypass urine followed by a clinic appointment with a new catheter inserted and orders for next SP catheter change on 9/22/22.</p> <p>*Two progress notes on 9/2/22 reported:</p> <p>-At 10:53 a.m., the urine was completely bypassing catheter and [resident] is lying in urine from shoulders to knees. Sediment packed into catheter tubing and unable to flush with renacidin x 2. resident reports that catheter rarely flushed and has not been flushed in at least three days. some sediment loosened in catheter but unable to unpack. resident reports discomfort.</p> <p>-At 4:36 p.m., an order to obtain a UA and flush 2-3x [times] daily with renacidin (sic) to break down sediment.</p> <p>*A faxed note from the laboratory on 9/6/22 noted, urine sample contaminated. Is patient symptomatic? If symptomatic, collect urine sample again.</p> <p>*A progress note dated 9/8/22 reported urology orders related to UA for Nitrofurantoin [antibiotic] 100 mg [milligrams] bid [two times a day] for 3 weeks.</p> <p>*A progress note dated 9/21/22 reported MASD [moisture-associated skin damage] area to right gluteal [buttock] fold.</p> <p>Review of monitoring records in resident 16's EHR revealed:</p> <p>*The most recent basic metabolic laboratory (lab) report was dated 4/25/22. No further lab results were completed to evaluate her electrolyte balance.</p> <p>(continued on next page)</p>		

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<p>F 0692</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>*No documentation to indicate a clinical review of her fluid intake was completed to ensure she was receiving adequate fluid intake.</p> <p>*The daily fluid intake records for August and September 2022 had multiple days and times of intake not documented making it difficult to determine actual fluid intake every day and verify that the 1500 cc per day had been met. On the days that were recorded, the intake averaged:</p> <p>-During meals, recorded on 15 days in August and 14 days in September, had an average of 397 mLs fluid per day.</p> <p>-Between meals, recorded 15 days in August and 15 days in September, had an average of 359.67 mLs fluid per day.</p> <p>*The daily bowel record noted bowel movements (BM) on only five days in August (8/2/22, 8/9/22, 8/15/22, 8/23/22, and 8/31/22) and five days in September (9/12/22, 9/13/22, 9/19/22, 9/26/22, and 9/28/22) with the condition of constipation on 9/13/22 and 9/19/22.</p> <p>*The September 2022 MAR noted no checkmarks to indicate orders were administered as started:</p> <p>-On 9/30/21, Flush supra pubic catheter with 10 mL normal saline TID PRN as needed for increased sediment.</p> <p>-On 10/31/21, Flush suprapubic catheter if not draining PRN as needed for flush.</p> <p>-On 11/19/21, Indwelling Catheter Type: Suprapubic, Catheter Size: 16F, 10 CC balloon. Change on the 23rd of the month and PRN as needed for leaking or dislodgement.</p> <p>-On 8/3/22, Irrigate SP catheter PRN with 60 CC of sterile water and 60 CC cath tip syringe if catheter is plugged.</p> <p>*The MAR noted administration for each day in September 2022, except for four blank times, of Renacidin Irrigation Solution (Citric Acid-Gluconolactone-Magnesium Carbonate), Use 1 vial via irrigation three times a day started on 9/2/22.</p> <p>Interview on 9/30/22 at 9:30 a.m. with dietary manager (DM) F, while reviewing resident 16's 9/30/22 dietary meal tickets revealed she would be offered:</p> <p>*No fluids for breakfast. That meal was marked in large bold letters, Do Not Serve DM F stated it was her preference to sleep in during the morning and not be served breakfast.</p> <p>*One cup, 8 fluid ounces (fl oz) or 237mL, of fluids at lunch</p> <p>*Two cups, 16 fl oz or 474 mL, of fluids at supper.</p> <p><b>IMMEDIATE JEOPARDY HARM</b></p> <p>(continued on next page)</p>

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<p>F 0692</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>Observations and interviews of resident 16 on 9/28/22 through 9/30/22 revealed she had dry, chapped lips with flakes of loose skin, dry mouth when she spoke, and her teeth were dull with yellow buildup. She required extensive assistance of one person to eat and drink. Her EHR revealed she has a suprapubic catheter that required two visits to the ER on [DATE] and 8/3/22 due to complications from a blocked catheter tube and large amounts of sedimentation. A health status note from 8/21/22 indicated she was bypassing the catheter, urine was coming out of catheter insertion site, they attempted to flush renacidin irrigation solution, very hard flush, they disconnected the catheter tubing for the flush, urine was very thick (like maple syrup, slimy, dark amber color, very foul odor). An order on 8/22/22 for a fluid goal of 1500 cc per day and to write a schedule and make sure that this is getting done was entered as an order to give 500mL of fluids TID; however, August and September 2022 fluid intake documentation was inconsistent with multiple days' worth of fluid intakes not documented making it difficult to determine actual fluid intake every day. The registered dietitian had not assessed her nutrition status since February 2022, and it did not include a fluid intake assessment. No other documentation was found in her record to indicate clinical review of fluid intake to ensure she was receiving adequate fluid intake. Lab results for the last six months revealed no labs had been obtained to evaluate her electrolyte balance. Bowel records showed she had only 5 movements in September 2022 with two times recorded as constipation. Random observations made by surveyors from 9/27/22 through 9/29/22 revealed staff do not pass fresh water to residents on a regular basis. Interviews with staff and residents confirmed those observation.</p> <p><b>IMMEDIATE JEOPARDY NOTICE</b></p> <p>On 9/30/22 at 11:15 a.m., administrator (ADM) A, director of nursing (DON) B, and regional nurse consultant (RNC) X were requested to provide a plan for removal of the immediate jeopardy that had been determined due to the provider's failure to have systems in place to monitor and ensure resident 16 received adequate hydration per orders placing her at increased risk for negative outcomes, including fluid and electrolyte imbalance, frequent ER visits due to thick urine, frequent UTIs, common symptoms of constipation, continued skin problems, and poor dentition.</p> <p><b>IMMEDIATE JEOPARDY REMOVAL PLAN</b></p> <p>On 9/30/22 at 1:21 p.m., ADM A, DON B, and RNC X provided an acceptable removal plan, Ad Hoc QAPI [quality assurance performance improvement], which included:</p> <p>1. Immediate corrective action for those affected by the deficient practice:</p> <p>*9/30/22 at 11:55AM Resident #16 was assessed for signs and symptoms of dehydration by [name] DON. Suprapubic Site no evidence of urine leakage, no redness, no warmth. Dressing changed, clean, dry, and intact on 09/30/22. Urine amber colored, and dense. Oral membranes were moist, tongue was moist, eyes were moist, lips were dry and cracked. Skin turgor appropriate. Skin turgor did not show tenting. Resident #16 Primary Care Provider was contacted on 09/30/22 at 12:15PM, left message, returned call at 1:00pm and ordered basic metabolic panel and continue to monitor.</p> <p>*Reviewed Resident #16 Order for 1500mL per day fluid goal, schedule as follows, Morning water pass minimum of 200mL, Lunch minimum of 420mL, Afternoon water pass 240mL, Supper minimum of 420mL, NOC [night] shift minimum of 260mL.</p> <p>(continued on next page)</p>		



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<p>F 0692</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>*Schedule posted on Dietary Wall, in C.N.A. and Nurse Communication book, and at Center Nurses station.</p> <p>*Resident #16 will be interviewed for preferences of beverages she prefer to consume.</p> <p>*Resident #16 Oral care will be provided 3x day by C.N.A. or Nurse.</p> <p>*Resident #16 Nurses will complete abdominal assessment for bowel sounds, and ensure abdomen is soft and non-tender 2x week to assist with signs and symptoms of constipation. Nurses will follow bowel protocol to ensure PRN medications are administered as ordered to assist with prevention of constipation and ensuring appropriate hydration status.</p> <p>*Resident #16 will be assessed by Dietitian on 10/04/2022.</p> <p>*Resident #16 Care Plan will be updated to reflect the above.</p> <p>2. Process/Steps to identify others having the potential to be impacted by the same deficient practice:</p> <p>*All other residents will be assessed for signs and symptoms of dehydration. If not already on Intake monitoring will be implemented for hydration improvement.</p> <p>*Immediate Education will be provided to C.N.A.'s, Dietary Aides, Cooks, and Nurses regarding importance of hydration, and fluid intake of all residents, signs, and symptoms of dehydration, and on amount of mL's in each beverage container. They will be provided a list of high-risk residents to ensure awareness of fluid consumption. C.N.A.s and nurses will be educated regarding importance of bowel documentation and follow up.</p> <p>*Nurses will have a task on the TAR for monitoring fluid consumption of high-risk residents prior to end of shift, to ensure minimum goal of fluids has been consumed.</p> <p>*Water pass was implemented at 10:30AM on 09/30/22.</p> <p>3. Measures put in to place/systematic changes to ensure the deficient practice does not reoccur</p> <p>*Nurse Manager will be assigned to observe, monitor, and ensure hydration schedules are being followed, and oral care is completed.</p> <p>*Will review fluid intake and BM documentation daily during morning clinical meeting.</p> <p>4. Plan to monitor performance to ensure solutions are sustained</p> <p>*Audits 12 resident's intake, oral care, and bowels daily x 4 weeks, 3x week x 4 weeks, weekly x 4 weeks, monthly x 4 months.</p> <p>*Water pass audit daily x4 weeks, 3x week x4 weeks, weekly x4 weeks, and monthly x4 months.</p> <p>IMMEDIATE JEOPARDY REMOVAL REVIEW</p> <p>(continued on next page)</p>		

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<p>F 0692</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>On 10/03/22 at 12:45 p.m., the survey team requested documentation to verify what was done for removal of the immediate jeopardy. Documentation provided by ADM A and RNC X and reviewed by the survey team revealed:</p> <p>*Resident 16 was interviewed on 9/30/22 at 4:30 p.m. (the name of the interviewer was blank), which revealed:</p> <p>-She reported she felt she got enough fluid.</p> <p>-Her preferences included water and chocolate milk.</p> <p>-She reported having a bowel movement 3 days ago when asked, Have you had difficulty with bowel movements?</p> <p>-She had no concerns with her catheter, going to the bathroom, or with staff.</p> <p>*A one page large print plan for resident 16's Fluid Expectations including:</p> <p>-AM Water Pass: 180mL per day</p> <p>-Lunch: 420mL per day</p> <p>-Afternoon Water pass: 360mL per day.</p> <p>-Supper: 420mL per day.</p> <p>-NOC shift: 360mL per day</p> <p>*Resident 16's care plan had not been revised to reflect these fluid expectations.</p> <p>*Hydration Documentation Education was completed with Hydration, Constipation, and Dehydration quizzes for numerous staff dated 10/1/22.</p> <p>*Audits had been started to monitor for:</p> <p>-Water pass completion through resident interviews and observation of three planned water pass times.</p> <p>-Fluids received, consumed, and documented at meal time and afternoon snack time for 12 random residents per day.</p> <p>-BM documentation completed, abdominal assessment when tree days had passed without a BM, and bowel protocol followed for 12 random residents per day.</p> <p>*A list of high risk residents was prepared for staff to ensure accurate and entered timely fluid documentation.</p> <p>(continued on next page)</p>		

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<p>F 0692</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>*A Room Roster form that included all residents with rows and columns to record mL amounts of AM, PM, and NOC fluid intakes. Documentation on 10/2/22 and partial documentation on 10/3/22 were the same amounts for all residents.</p> <p>Observation and interview on 10/3/22 at 12:47 p.m. with resident 16 revealed:</p> <p>*She was sitting up in her chair in her room.</p> <p>*Her teeth were yellow but shiny.</p> <p>*Her lips were moist with a pale pink color.</p> <p>*Her speech sounded more fluid.</p> <p>Interview on 10/3/22 at 1:40 p.m. with ADM A and RNC X revealed:</p> <p>*They agreed that staff had documented on the Room Roster for all residents how much fluid was offered not consumed and the staff will need further education.</p> <p>*When asked about who was responsible to ensure the care plan was updated, they indicated</p> <p>-It was a team effort.</p> <p>-They thought DON B had updated the care plan to reflect the current changes for resident 16.</p> <p>-They were not aware it had not been updated.</p> <p>Interview and review of revised documents on 10/3/22 at 2:44 p.m. with ADM A and RNC C revealed:</p> <p>-A Staff In-Service Sheet documented attendance by staff on 10/3/22 for additional hydration education.</p> <p>-The Room Roster intake documentation sheet had been revised to record AM, PM, and NOC amounts offered and consumed.</p> <p>-Resident 16's care plan had been revised on 10/3/22 to include, Encourage and help the resident drink at least 1,500 cc's of fluid each day. 15cc's per pound of body weight is recommended (140 pound person should drink 2,100cc's per day).</p> <p>On 10/3/22 at 2:57 p.m., the survey team notified ADM A and RNC X that the immediate jeopardy was removed, and the remainder of the survey would continue.</p>		

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<p>F 0725</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p>	<p>Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 41895</p> <p>Based on observation, interview, record review, policy review, and facility assessment review, the provider failed to ensure sufficient nursing staff were available to provide nursing services to meet residents' needs safely and in a manner that promoted each resident's rights and physical, mental, and psychosocial well-being for 79 residents. Findings include:</p> <p>1. Interview on 9/27/22 at 4:02 p.m. with a resident who did not want to be identified revealed:</p> <p>*She did not get a bath regularly.</p> <p>*She had false teeth, staff did not usually brush them, they just put them in a denture cup at night with a denture cleaning tablet, rinse them off in the morning and give them back to her.</p> <p>*Hates the weekends because staff is always short and feels there is no one there to care for her.</p> <p>*Sometimes in the evening when she is ready to get into bed, she has to wait up to two hours for assistance.</p> <p>-She states usually because it takes two staff to transfer her and there is not always two available to help.</p> <p>*She stated the staff will tell her just a minute but then never come back.</p> <p>*Has been put to bed at night soiled and not changed until the next morning.</p> <p>2. Interview on 9/27/22 at 4:53 p.m. with resident 45 revealed:</p> <p>*At times he has to go without a shower because there is not enough staff to assist him with the task.</p> <p>*He stated This [the provider] is a business and its about meeting the business standards, not taking care of people.</p> <p>*He did not think management listened to what the residents wanted or needed.</p> <p>45683</p> <p>3. Interview on 9/27/22 at 4:21 p.m. with resident 61 revealed she:</p> <p>*Had been sitting in her wheelchair in her room.</p> <p>*Had to wait a long time to use the bathroom.</p> <p>*Had some accidents because she has to wait for someone to transfer her.</p> <p>(continued on next page)</p>

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<p>F 0725</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p>	<p>Record review for resident 61 revealed she:</p> <ul style="list-style-type: none"> <li>*Was admitted on [DATE].</li> <li>*Had a diagnosis of unspecified urine incontinence.</li> <li>*Was assessed on the Minimum Data Set (MDS) dated [DATE] as one person physical assist with transfers.</li> </ul> <p>4. Interview on 9/28/22 at 9:07 a.m. with resident 40 revealed he:</p> <ul style="list-style-type: none"> <li>*Had been sitting in his electric wheelchair in his room.</li> <li>*Had to wait 30 minutes in the morning for help sometimes.</li> <li>*Stated staff take other residents to the dining room to eat and then do not come back to help him.</li> </ul> <p>Record review for resident 40 revealed he:</p> <ul style="list-style-type: none"> <li>*Was admitted on [DATE].</li> <li>*Had a diagnosis of malignant neoplasm of bladder and a Urostomy.</li> <li>*Was assessed on the MDS dated [DATE] as one person physical assist with transfers.</li> </ul> <p>06365</p> <p>5. Interview on 9/27/22 at 3:15 p.m. with certified nursing assistant (CNA) M, who was assigned to give baths that day, revealed:</p> <ul style="list-style-type: none"> <li>*She did not know where she would be assigned until she arrived that morning, but she was okay with giving the residents baths, because she knew they would get done.</li> <li>*She had been full-time but worked just part-time now because of the concerns she had identified with poor quality of care, including: <ul style="list-style-type: none"> <li>-Perineal care not getting done correctly leading to a high frequency of urinary tract infections.</li> <li>-Oral care not getting done at all.</li> <li>-Not all of residents were getting routine baths or showers.</li> <li>-Not using two staff when total lifts were used.</li> </ul> </li> <li>*She was trying to get as many baths done as she could to get some of the missed residents done.</li> <li>*The tub room was a mess when she first walked into it that morning with soiled towels all over the place.</li> </ul> <p>(continued on next page)</p>		

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<p>F 0725</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p>	<p>*She named several residents who have had negative experiences related to staffing concerns.</p> <p>6. Interview on 9/28/22 at 3:51 p.m. with CNAs S and V revealed:</p> <p>*CNA V had been working here for a few weeks, but CNA S started just on Monday, 9/26/22; both were already CNAs when they started.</p> <p>*CNA V reported she had received a little orientation when she started, but CNA S said she had received none.</p> <p>*They were assigned to work two halls together, blue [rooms 218-230, 20 residents as of 9/27/22] and red [209-217, 15 residents as of 9/27/22], but sometimes there was only one CNA for the blue wing.</p> <p>*No help was provided from other staff or nurses.</p> <p>*They did not know who leadership was.</p> <p>*There was no rounding between shifts with the off-going CNAs.</p> <p>*They try hard to do all personal cares.</p> <p>*The bath CNA doesn't do any baths outside of scheduled baths.</p> <p>*The CNAs have to pick up the water cups from each room and return with fresh water during the shift. CNA V reported there was no system for doing that when she first started so she started putting tape on the mugs so she could tell when fresh water was last delivered to each room.</p> <p>*Snack carts had to be done by CNAs if it was going to be done.</p> <p>*They had not had time yet to pass fresh water or snacks.</p> <p>Review of the employee files for CNAs S and V revealed:</p> <p>*CNA V started on 9/15/22 and there was a completed orientation checklist in her file.</p> <p>*CNA S started on 9/26/22 but there was not a completed orientation checklist in her file.</p> <p>Interview on 10/4/22 at 1:15 p.m. with human resource director (HRD) H revealed:</p> <p>*CNA S had not received orientation because she started working before she [HRD H] knew she was starting.</p> <p>*CNA V resigned effective immediately last week.</p> <p>7. Interview on 9/28/22 at 4:16 p.m. with CNA N, while standing at the nurses desk with no residents in the area, revealed:</p> <p>(continued on next page)</p>		

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<p>F 0725</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p>	<p>*She had worked as a CNA here for a year.</p> <p>*The CNAs rotate wing assignments, and it took her two weeks to get to know every resident.</p> <p>*She was assigned as bath CNA that day, but they usually don't know who is assigned until they come on duty. She was the bath CNA maybe once a week out of three to four days.</p> <p>*The day shift CNAs will do walking rounds with the night CNAs if the night CNAs get here on time.</p> <p>*The CNAs do not get report from the nurses.</p> <p>*Regarding the bath schedule:</p> <p>-There is a schedule in the tub room.</p> <p>-The CNAs fill out a bath sheet to report the bath being done and any concerns observed during the skin check.</p> <p>-If scheduled bath is not done, a second CNA may see if the resident is willing to get a bath that day.</p> <p>-If the bath is not done, it may be done on another day if there is time and the bath CNA is aware of who was not done.</p> <p>-Sometimes, the nurse will write a note in the bath book.</p> <p>-We document the bath task in POC [point of care].</p> <p>*Radios don't help with communication between staff. There was either not enough or they are not charged.</p> <p>*The CNAs are not able to hear call lights from one end to the next.</p> <p>*Most Hoyer [total] lifts are on blue [wing], and the CNAs have to pool together to get two person transfers done.</p> <p>*Mealtimes can be a challenge for assisting all the residents.</p> <p>-Today during lunch, there wasn't enough. Several people, including leadership, left while the surveyors were gone for lunch.</p> <p>-Supper is hardest for having enough staff to assist with the mealtime because we are changing shifts at 6:00 [p.m.]</p> <p>At the end of the interview with CNA N on 9/28/22 at 4:20 p.m., LPN L, who was charting while seated at the nurses desk, spoke up and reported there was never enough staff. She said, Management has asked the CNAs several times what would help, and nothing has changed.</p> <p>(continued on next page)</p>		

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<p>F 0725</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p>	<p>8. Interview on 9/29/22 at 10:00 a.m. with 7 residents (9, 34, 36, 50, 52, 63, and 73) interviewed during the resident group meeting agreed:</p> <p>*They did not know who to go to when reporting a grievance. There had been so many changes in the last two months that they don't know what is happening.</p> <p>*The provider did not have sufficient staff to ensure care was provided in a timely manner:</p> <ul style="list-style-type: none"> <li>-They reported they have had to wait too long for call lights to be answered.</li> <li>-Staff get pulled away when providing care with a resident, sometimes several times, to help with other situations.</li> <li>-At times, there will be two staff when using a mechanical lift but usually only one.</li> <li>-The CNAs stand at the desk or in the hallway talking and laughing with each other while call lights are going off.</li> <li>-Resident 34 had reported that [when CNAs were not responding to call lights] to the nurse, but no changes in behavior have been seen.</li> <li>-Resident 73 reported he sat on toilet today for an hour before a medication aide arrived and then she did not want to take the time to get the sit-to-stand lift. When he refused, she said, I'm the boss, we'll do it my way. (Refer to F600, finding 2.).</li> <li>-Resident 63 reported staff will not transfer me more than once a day so, when he wanted to attend morning and afternoon activities, he had to choose so he could get off his wheelchair during the day.</li> <li>-Residents 9, 34, and 63 all agreed they have had to help other residents get over a doorway threshold when stuck because there were no staff around to help. Then they get told they were not supposed to help other residents but do not get an explanation for why.</li> <li>-This should be our home, but it isn't.</li> <li>-They treat us as just a reason to get a paycheck.</li> </ul> <p>*They got fresh ice water when they ask for it, but it is not routinely distributed.</p> <p>*They had not seen a snack cart and had never been offered snacks at bedtime.</p> <p>9. Review of the Facility Assessment revealed it was dated 5/24/21 and was based on an average daily census of 52 residents.</p> <p>*The facility census on the 9/27/22 Resident List Report had 79 residents total, with:.</p> <ul style="list-style-type: none"> <li>-20 residents on Unit: 218-230 Blue (Center).</li> </ul> <p>(continued on next page)</p>		



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<p>F 0725</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p>	<p>-16 resident on Unit: East-Wing [rooms 301-312].</p> <p>-15 residents on Unit: 209-217 Red (Center)</p> <p>-12 residents on Unit: 201-208 Yellow (Center).</p> <p>-16 residents on Unit: [NAME] Wing [rooms 100-115].</p> <p>*Comparative Review of the staffing numbers posted on the dry erase board in the conference room and the August and September 2022 nursing schedules revealed:</p> <p>*The current census was listed on the board as 80, 18 [short stay] residents. The goal census was 80, 20.</p> <p>*The CNA numbers on the board listed eight CNAs, without specifying which shift, assigned as:</p> <p>-CNAs Blue x [times] 2.</p> <p>-East x 2.</p> <p>-Red/Yellow [both wings] x 1.</p> <p>-Bath aid x 1.</p> <p>-[NAME] x 1.</p> <p>-[NAME]/Red x 1.</p> <p>*The August and September 2022 schedules revealed:</p> <p>-On 9/6/22 and 9/7/22, there was only one CNA.</p> <p>-On 9/13/22, there were only three CNAs.</p> <p>-On 8/28/22 - 9/1/22, 9/3/22, 9/11/22, and 9/26/22 [8 days], there were only four CNAs.</p> <p>-There were 13 days with only five CNAs, 17 days with only six CNAs, and 8 days with only seven CNAs.</p> <p>-Only 11 days were covered by eight or more CNAs, most of those days in August.</p> <p>-Only 2 days in September (9/28 and 9/30) had 8 CNAs on the schedule.</p> <p>*The nurse and certified medication aide (CMA) numbers on the board showed 3 and 2 respectively, each day, while the August and September 2022 schedules revealed shortages:</p> <p>-For nurses, three days in August and four days in September. There was only one nurse on 9/17/22.</p> <p>(continued on next page)</p>		

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<p>F 0725</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p>	<p>-For CMAs, seven days in August and four days in September.</p> <p>10. Interview on 10/04/22 at 1:25 p.m. with administrator (ADM) A and regional nurse consultant X regarding staffing revealed:</p> <p>*They have trialed several changes in staffing from eight hour shifts to twelve hours shifts. The change to twelve hours started the end of July.</p> <p>*Residents have been interviewed about staffing concerns.</p> <p>*Staff have been interviewed to see where they felt the high acuity cares were in the building.</p> <p>*ADM A acknowledged that she had not had a chance to update the Facility Assessment to reflect current acuities.</p> <p>*Staff need to use the walkies [radios] to communicate with each other.</p> <p>*Staff have not been willing to cross-over to help each other and will only work on their assigned hallway. We are trying to change the culture.</p> <p>*Bath assignments were trialed two ways:</p> <p>-Had the CNAs give the baths assigned on their hallways each day instead of having an assigned bath aid.</p> <p>-After conducting a bath Ad Hoc quality improvement audit and discovered that baths did not get done that way, we now assign a bath aide every day to give all the baths.</p> <p>*We are working to hold some nurses accountable to make correct decisions about reassigning staff.</p> <p>*We are making progress moving away from having contract staff; we were at 80% [percent] contract staff and now it is 50/50 [50% contract to 50% hired].</p> <p>11. Refer also to F600, F677, F685, F686, F689, F692, and F809 for findings that demonstrate the impact that insufficient staffing had on unmet resident needs.</p>

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<p>F 0809</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure meals and snacks are served at times in accordance with resident's needs, preferences, and requests. Suitable and nourishing alternative meals and snacks must be provided for residents who want to eat at non-traditional times or outside of scheduled meal times.</p> <p>06365</p> <p>Based on observation, interview, and policy review, the provider failed to ensure snacks and fresh water or other beverages were offered and available to 11 of 11 residents (9, 16, 20, 25, 34, 36, 46, 50, 52, 63, and 73). Findings include:</p> <p>1. Observations on 9/27/22 at 9:59 a.m., 9/28/22 at 4:26 p.m., and 9/30/22 at 10:10 a.m. revealed resident 16:</p> <ul style="list-style-type: none"> <li>*Had a water mug with a straw on the overbed table positioned in front of her.</li> <li>*Her lips were pale in color, dry and chapped, and had flakes of skin on 9/27/22.</li> <li>*Her teeth appeared dull with yellow build-up and dry.</li> <li>*Moved her arms about in uncontrollable jerking movements.</li> <li>*Spoke with a muffled sound and moved her lips only slightly.</li> </ul> <p>Review of resident 16's electronic health record revealed she had signs and symptoms of poor fluid intake. (Refer to F692, finding 1.)</p> <p>2. Interview on 9/28/22 at 3:51 p.m. with CNAs S and V revealed:</p> <ul style="list-style-type: none"> <li>*CNA V had been working here for a few weeks, but CNA S started just on Monday, 9/26/22; both were already CNAs when they started.</li> <li>*The CNAs have to pick up the water cups from each room and return with fresh water during the shift.</li> <li>*CNA V reported there was no system for doing that when she first started so she started putting tape on the mugs so she could tell when fresh water was last delivered to each room.</li> <li>*Snack carts had to be done by CNAs if it was going to be done.</li> <li>*They had not had time yet to pass fresh water or snacks.</li> </ul> <p>Interview on 9/30/22 at 10:12 a.m. with CNA S revealed She and the other CNA assigned to the wing had not passed fresh water yet.</p> <p>3. Interview on 9/29/22 at 10:00 a.m. with 7 residents (9, 34, 36, 50, 52, 63, and 73) interviewed during the resident group meeting agreed:</p> <ul style="list-style-type: none"> <li>*They got fresh ice water when they ask for it, but it is not routinely distributed.</li> </ul> <p>(continued on next page)</p>		

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<p>F 0809</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>*They had not seen a snack cart and had never been offered snacks at bedtime.</p> <p>41895</p> <p>4. Interview on 9/27/22 at 4:02 p.m. with resident 20 revealed:</p> <p>*She only got fresh water when she asked for it.</p> <p>*CNAs used to pass snacks but do not anymore.</p> <p>*One evening she had requested toast and peanut butter and was told that the kitchen was closed.</p> <p>-The next morning, she was served toast and peanut butter for breakfast.</p> <p>5. Interview on 9/28/22 at 10:00 a.m. with resident 25 revealed:</p> <p>*There are no snacks passed during the day.</p> <p>*She does not request a snack every day.</p> <p>*Has been told by staff that there were no snacks available.</p> <p>6. Interview on 9/27/22 at 10:30 a.m. with resident 46 revealed:</p> <p>*Fresh water was not offered. He had to ask staff or go get it himself.</p> <p>*Sometimes he is offered a snack and sometimes he must ask.</p> <p>7. Interview on 9/28/22 at 3:54 p.m. with CNA AA regarding snack passes to the resident residing on the East wing revealed:</p> <p>*Snacks are supposed to be offered at 2:30 p.m. and bedtime.</p> <p>*Snacks were brought to the central nurse's station but not to the east wing.</p> <p>*If a resident wants a snack a staff person had to go to the central nurse's station to get it.</p> <p>8. Interview on 9/28/22 at 4:09 p.m. with licensed practical nurse (LPN) BB regarding snack and water passes for the residents on the East wing revealed:</p> <p>*Fresh water should be passed every day at 2:00 p.m. and 7:30 p.m. or as needed.</p> <p>*Agreed the water did not get passed on the day of the interview.</p> <p>*Snacks get passed in the afternoon. She had passed snacks out to the ones who wanted one.</p> <p>*Snacks are delivered to the central nurse's station and staff need to go there to get them.</p> <p>(continued on next page)</p>		

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<p>F 0809</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>9. Interview on 10/3/22 at 4:00 p.m. with director of nursing B regarding snack passes revealed:</p> <ul style="list-style-type: none"> <li>*The dietary staff brought a snack tray around in the afternoon and if needed again in the evening.</li> <li>*She was not aware a snack tray was not being delivered to the East wing.</li> </ul> <p>10. Review of the provider's 4/30/18 Snacks policy revealed:</p> <ul style="list-style-type: none"> <li>*Daily snacks are provided in accordance with the prescribed diet and in accordance with State law and according to residents' preferences and requests. Individual and/or bulk snacks are available at the nurses' station or other designated locations for consumption by residents.</li> <li>*1. At least one (1) snack is offered at bedtime daily. Snacks should also be available throughout the day per residents' preferences and requests.</li> <li>*2. A minimum of two (2) of the following four food components is offered to all residents for the bedtime snack: <ul style="list-style-type: none"> <li>-a. Fruit or fruit juice.</li> <li>-b. Whole grain or enriched variety crackers.</li> <li>-c. Variety of cookies.</li> </ul> </li> <li>*3. Bedtime snacks for calorie level diabetic and strict renal diets should be outlined on the menu. Diabetics on insulin should also receive a labeled bedtime snack. These snacks should be covered and: <ul style="list-style-type: none"> <li>-a. Labeled with resident's name, room number and date.</li> <li>-b. Delivered to each nursing unit by Dietary.</li> <li>-c. Offered to the residents by Nursing.</li> <li>-d. Delivered on ice or placed in the Nursing unit refrigerators immediately if desirable temperature is 41 F [41 degrees Fahrenheit] or less.</li> </ul> </li> <li>*4. A snack menu should be given to Nursing so they will know what bulk snacks are appropriate for sodium, fat and calorie restricted diets, and modified consistency diets.</li> <li>*5. Acceptance or refusal of these snacks are noted on the Activities of Daily Living (ADLs) where possible.</li> <li>*6. Snacks preferred by residents are a good way to add calories and protein to their diet.</li> </ul>		

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<p>F 0838</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Conduct and document a facility-wide assessment to determine what resources are necessary to care for residents competently during both day-to-day operations and emergencies.</p> <p>06365</p> <p>Based on interview and facility assessment review, the provider failed to ensure a facility-wide assessment had been updated annually to include a comprehensive review of the current resident population and staffing requirements. Findings include:</p> <p>1. Review of the Facility Assessment revealed it was dated 5/24/21 and was based on an average daily census of 52 residents.</p> <p>*The facility census on the 9/27/22 Resident List Report listed 79 residents total.</p> <p>*Comparative Review of the staffing numbers posted on the dry erase board in the conference room and the August and September 2022 nursing schedules revealed (Refer also to F725, findings 9 and 10):</p> <p>*The CNA numbers on the board listed eight CNAs, without specifying which shift.</p> <p>*The August and September 2022 schedules revealed:</p> <p>-Only 11 days were covered by eight or more CNAs, most of those days in August.</p> <p>-Only 2 days in September (9/28 and 9/30) had 8 CNAs on the schedule.</p> <p>*The nurse and certified medication aide (CMA) numbers on the board showed 3 and 2 respectively, each day, while the August and September 2022 schedules revealed shortages:</p> <p>-For nurses, three days in August and four days in September. There was only one nurse on 9/17/22.</p> <p>-For CMAs, seven days in August and four days in September.</p> <p>Interview on 10/04/22 at 1:25 p.m. with administrator (ADM) A and regional nurse consultant X regarding staffing revealed she acknowledged that she had not had a chance to update the Facility Assessment to reflect current acuties.</p>		