Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **#9100**			**Date:** **December 29, 2021**
Facility Name: **Monticello Nursing & Rehab Center**		**Survey Dates:**	
Facility Address/City/State/Zip: **500 Pinehaven Drive Monticello, IA 52310**	**TAG, VW**	**December 7 - 13, 2021**	

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
58.19(2)j	**481—58.19(135C)** Required nursing services for residents. The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules: **58.19(2) Medication and treatment.** j. Provision of accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in mental, emotional, or physical condition. (I, II, III) **DESCRIPTION:** Based on clinical record review, hospital record review, facility policy review, Primary Care Provider interview, and staff interviews the facility failed to provide quality of care in treatment and care for 1 of 3 residents reviewed with identified pressure ulcers. Resident #1 had identified skin impairments by the facility and upon arrival to the Emergency Room (ER) on 12/3/21, the resident had additional open wounds identified to the right lower abdominal fold, the left upper arm, the bilateral heels, and the left hip (areas A, B, C, & D). The facility failed to complete a thorough	**CLASS I**	**$6,500 (COLLECT)**	**UPON RECEIPT**

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	head to toe assessment and/or implement interventions that identified the areas A, B, C, or D. The facility records failed to contain an assessment of the 4 areas, included 2 of the areas with necrotic (dead) tissue to the upper arm and the hip (areas C & D). The facility reported a census of 58 residents. Findings Include: The Minimum Data Set (MDS) completed 11/5/21 for Resident #1 identified a Brief Interview for Mental Status (BIMS) score of 14 which indicated cognition intact. The MDS revealed the resident required limited physical assistance of 1 staff person for bed mobility, transfer, ambulation, dressing, toileting, and personal hygiene, and frequently incontinent of bowel and bladder. The MDS documented diagnoses of malnutrition, non-infective gastroenteritis & colitis, liver disease, and anemia. The MDS reported the resident experienced pain frequently during the 5-day look back period, received scheduled pain medication, and the resident rated the worst pain at a 3 on a 00 to 10 pain scale with 10 being the worst pain imaginable. The MDS identified the presence of two Stage II pressure ulcers and application of ointment/medication other than to feet.			

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	The MDS identified the following descriptions of pressure ulcers: Stage I is an intact skin with non-blanchable redness of a localized area usually over a bony prominence. Darkly pigmented skin may not have a visible blanching; in dark skin tones only it may appear with persistent blue or purple hues. Stage II is partial thickness loss of dermis presenting as a shallow open ulcer with a red or pink wound bed, without slough. May also present as an intact or open/ruptured blister. Stage III Full thickness tissue loss. Subcutaneous fat may be visible but bone, tendon or muscle is not exposed. Slough may be present but does not obscure the depth of tissue loss. May include undermining and tunneling. Stage IV is full thickness tissue loss with exposed bone, tendon or muscle. Slough or eschar may be present on some parts of the wound bed. Often includes undermining and tunneling. The Care Plan initiated 3/25/20, identified the resident required assist with all activities of daily living			

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	(ADL's), and directed staff to provide assistance with cares in the morning and evening. The Care Plan initiated 3/25/20, identified the resident experienced bladder incontinence and directed the staff to assist the resident with incontinence care after each incontinence episode as requested, report any signs of skin breakdown (sore, tender, red, or broken areas), and to provide assistance with toileting as needed. The Care Plan revised on 12/3/21, identified the resident had an actual pressure ulcer related to history of pressure ulcer and incontinence and also identified the resident with two Stage II pressure ulcers to left inner thigh. The Care Plan interventions included: a. Staff to provide assistance with positioning as needed. b. Cares completed in the bathroom and standing up per the resident preference. c. The resident requested to sleep with brief on and educated on the importance of skin and being dry and cares completed. d. Assess the pressure ulcer and condition of skin surrounding weekly, treatment as ordered, monitor skin during cares and report further skin breakdown.			

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	e. Provide incontinence care after each incontinent episode, use moisture barrier product to perineal area as needed, and pressure reduction cushion to chair and mattress to bed. The Emergency Room (ER) Provider Notes dated 12/3/21, identified multiple skin impairments not identified by the facility. The ER notes provided pictures of the multiple skin impairments without descriptions and/or measurements: a. Area A (right lower abdominal fold): an open area with depth visualized by the partial thickness of the subcutaneous layer of skin being exposed. Skin surrounding the open area red in color. b. Area B (left upper arm wound): visualized top layer of skin peeled and black necrotic tissue present near the elbow. c. Area C (bilateral heels): documented blanchable (turns white when pressed) red intact skin d. Area D (left hip): visualized black necrotic area with white/yellow slough (dead tissue) present left outer side and lower half of the wound Unable to stage the multiple areas identified due to no measurements being obtained and no assessment documented in the ER provider notes. The facility document titled Baths dated 11/20/21, documented Resident #1 received physical assistance			

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	of one staff for bathing on 11/22, 11/24, 11/29, and 12/2/21. Review of the Clinical Records from November and December 2021, which included Progress Notes, Skin Assessments, and Treatment Administration Record (TAR), all lacked assessment and/or interventions for any of the identified skin areas of concern documented in the ER provider notes dated 12/3/21 (pictures labeled A, B, C, or D). The facility document titled Protocol for Skin Care: Management of Skin Breakdown and Pressure Ulcers dated 9/05, stated the plan to manage pressure ulcers include both prevention and treatment protocols. The management program would be put into effect when an at-risk or actual pressure ulcer problem identified. Prevention protocol included: a. Risk assessment. b. Pressure reduction. c. Skin care. d. Nutritional care. e. Movement of the resident. Management Protocol included: a. Assessment - purpose to evaluate the wound to determine appropriate treatment and response to			

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	treatment. Visual assessment with every dressing change and documented assessment at least weekly. b. Documented assessment included: date of onset/date updated; location; size in centimeters; depth; stage; condition of surrounding skin; presence of drainage, odor, & amount; condition of wound bed; current treatment and response; culture sent; undermining; pain; date of family, physician, and dietary notifications. The facility document titled Protocol Review Guide: Skin care dated 9/05, stated additional specifics for management of skin breaks and actual pressure ulcers. Assessment: a. Visual assessment - interview the Director of Nursing (DON) and staff for knowledge of the wound status. b. Documented assessment - every 7 days and record included: date; location; size in centimeters; stage; depth; and condition of the surrounding skin. In an interview on 12/8/21 at 9:17 AM, the Emergency Room (ER) Staff stated Resident #1 arrived at the ER and the Hospital Staff aware of skin issues to the inner thighs and the resident had initially refused an indwelling catheter. The ER Staff stated the Hospital Staff unaware of the numerous other wounds the			

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	resident had upon arrival. The ER Staff stated the nursing facility had been contacted and information requested related to treatment provided specifically to the open areas and wounds to the abdominal area and the arms. The ER staff stated the nursing facility sent 10-15 pages of Nurses' Notes and contained no mention of wounds to the arms or abdomen, or treatment for Resident #1. The ER Staff stated communication had occurred related to the open areas to inner thighs and denied concerns with those specific areas. In an interview on 12/8/21 at 12:52 PM, Staff A, Certified Nurse's Aide (CNA) stated provided baths for Resident #1. Staff A stated the resident had large bump area to bilateral upper arms, caused difficulty getting clothing on arms. Staff A stated prior to the resident being transferred to the hospital, noted to have open sores on the underside of bilateral upper arms. Staff A stated the licensed nursing staff were aware of the open areas to the upper arms of Resident #1. Staff A reported the resident's buttocks red and when the brief removed, would stick to the buttocks and caused the area to bleed. Staff A stated unaware of any areas of concern to the resident's hips or abdominal fold. Staff A stated observed resident's abdominal folds and under breasts during their			

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	scheduled baths, and notified the licensed nurse of any identified concerns. In an interview on 12/8/21 at 1:06 PM, Staff B, Registered Nurse (RN) confirmed worked on 12/3/21, the day Resident #1 transferred to the local ER. Staff B stated provided the skin treatments to identified skin impairments for the resident. Staff B stated Resident #1 had a half dollar sized open area to left inner upper thigh and 2 open areas to left & right side of the pelvic area/buttocks. Staff B stated unaware of any open areas or impairments to the resident's upper arms, abdominal fold, or hips. Staff B stated pressure ulcers assessed every week by one nurse and all other skin tears & skin issues assessed by the Floor Nurse every week. Staff B stated nursing staff relied on the CNA's to report if the resident had any new areas of concern. Staff B stated did not complete Resident #1 treatment on 12/3/21, when transferred to the local ER. In an interview on 12/8/21 at 1:22 PM, Staff C, CNA stated worked overnights and provided assistance to Resident #1. Staff C stated assisted the resident up to the bathroom one time during the night and would provide cares, however, the resident complained of pain during cares. Staff C stated the resident had black scabbed areas to the top of bilateral legs/hip area, but			

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	unaware of reddened or open area to the abdomen. Staff C reported Resident #1's under arms were tender and the resident frequently scratched the under arms and noted to have black scabbed areas. In an interview on 12/8/21 at 1:50 PM, the Director of Nursing (DON) stated hired on as the DON last week and had worked the last few months on and off as a CNA and Charge Nurse on the floor. The DON stated she had not visualized the open areas to Resident # 1's inner thighs or buttocks in the last week and unaware of open areas to the resident's abdomen or upper arms. The DON stated she assisted Resident #1 to bed a few weeks ago, changed the resident into a gown and did not observe any areas of concern to the back of the arms. The DON stated assessments completed weekly for pressure ulcers and any identified areas of concern for all residents. The DON stated the previous week she implemented a Skin Sheet for the Bath Aide to complete and provide to the nurse following residents' baths. In an interview on 12/8/21 at 2:03 PM, Staff D, Licensed Practical Nurse (LPN) stated the last time worked with Resident #1 unaware of any areas of concern to abdominal folds, upper arms, or bilateral hips.			

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	In an interview on 12/9/21 at 8:41 AM, Staff E, RN reported Resident #1 had an area of red excoriation to the abdominal fold, appeared to be an area where pants rubbed. Staff E stated the resident did not have any open areas to the abdominal fold and unaware of any skin issues to the resident's upper arms or hips. In an interview on 12/9/21 at 9:37 AM, Staff F, CNA reported Resident #1 had open areas on bottom and inner thighs, that the nurse provided treatments to while the resident in the bathroom, but unaware of any open areas to the resident's abdomen. In an interview on 12//9/21 at 9:46 AM, Staff G, CNA confirmed she had cared for Resident #1 the week transferred to the ER. Staff G reported Resident #1 had open sores to bottom that were painful and did not like to have cares completed due to the open areas. Staff G stated the morning of 12/3/21, when Resident #1 transferred to the ER, open areas to inner upper left thigh had an area black in color. Staff G stated Resident #1's entire buttocks sore with various areas open and bleeding, and white and red in color. Staff G noted extreme redness to Resident #1's abdominal fold and attempted to apply baby powder as the resident would allow as the resident complained of the abdominal fold being tender and sore. Staff G reported she had informed Staff E , RN			

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	on 11/29/21 of Resident #1's red abdominal fold and told something would be gotten for the red area. Staff G stated on the morning of 12/3/21, observed a bruise with a black dark blue area to the back of the resident's left arm and red/ black scabbed areas to the resident's hips. Staff G stated Resident #1's heels red in color and the nurse on duty had applied lotion after being notified of the redness, but unable to recall the day. In an interview on 12/9/21 at 10:13 AM, Staff H, CNA stated last time cared for Resident #1 had noted open areas on buttocks and inner thighs and notified the nurse on duty due to being first time observed the open areas. Staff H explained attempted to provide cares for Resident #1, however, the resident complained of the open areas being painful. Staff H reported Resident #1's abdominal fold red and had been informed by the nurse, area not new. Staff H believed the red abdominal fold due to the incontinent products wore being wet with urine and laying in the abdominal fold and unaware of any areas to the resident's upper arms. In an interview on 12/9/21 at 11:15 AM, the DON reviewed the pictures contained in the ER Provider Notes and stated unaware of the areas noted on the abdominal fold (A), left upper arm (B), heels (C), or			

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	the left hip (D). The DON stated aware of the areas noted to the Resident #1's inner thighs from working the floor as a CNA. The DON stated she had no words for the identified areas of concerns not documented by the facility. The DON stated Resident #1 preferred cares to be completed in the bathroom while standing. In an interview on 12/9/21 at 11:38 AM, Resident #1's Primary Care Provider Physician Assistant (PA) confirmed he had seen the resident at the facility in November. The PA stated aware the resident had open areas to the inner thighs due to urine incontinence and a catheter had been encouraged, however, the resident initially refused and the open areas worsened. The PA stated wound care offered, however, believed the resident declined. The PA stated the resident's family visited and encouraged the catheter. The PA stated he had not observed the open areas to the inner thighs, relied on the Nursing Staff to assess and update him as needed. The PA stated unaware of any additional open areas or areas of concern to the upper arms, left hip, abdomen, or the heels. The PA stated aware the resident had a history of cancer, however, no additional information. The PA stated last visit with the resident at the facility in November, the resident reported increased complaints of pain related to the urine incontinence			

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	and open wounds to the inner thighs. The PA stated the resident did not request pain medication, but gave order to schedule the pain medication. In an interview on 12/9/21 at 11:42 AM, Staff I, CNA stated she cared for Resident #1 the week transferred to the ER and noted the resident with horrible sores to inner thigh areas and buttocks. Staff I reported the open areas were bleeding and the resident complained of pain with cares due to the open areas. Staff I stated the resident had redness across her abdomen and the Nursing Staff aware, but Staff I unaware of any areas of concern to hips or upper arms. In an interview on 12/13/21 at 8:24 AM, Staff J, CNA reported unaware of any open areas or areas of concern to Resident #'1 abdomen, hips, or upper arms, but facility staff aware of the open areas to buttocks. In an interview on 12/13/21 at 8:42 AM, Staff K, LPN reported Resident #1 had open areas to the right rear and inner thigh, inside the left thigh, and 2 areas to the upper buttocks. Staff K stated unaware of any areas of concern to the residents abdominal fold, hips, or upper arms. Staff K stated while treatments			

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	completed to thighs and buttocks would have observed areas to the abdomen. In an interview on 12/13/21 at 10:30 AM, Staff L, RN stated cared for Resident #1 beginning of December and at that time, the resident had open areas to right inner thigh and buttocks. Staff L reported unaware of any areas of concern to the hips, heels, or abdominal fold. Staff L stated the resident had black scabbed areas to left upper arm, near the elbow, however, no treatment ordered in December and not notified of any additional areas of concern for Resident #1. In an interview on 12/13/21 at 1:38 PM, the ER Provider reported Resident #1 arrived in the ER with open wounds identified to the abdominal fold, left hip, upper arms, and bilateral heels. The ER provider explained the wounds did not develop in 2 days and the wounds were chronic not acute. The ER provider stated the open wound in the abdominal fold, the left hip, and the bilateral heels were not related to the residents' history of cancer. The ER provider reported the resident did have a large mass in the left and right upper arm, with left being greater than the right; however, unable to determine if related to history of cancer without a biopsy. The ER provider stated the masses located in the upper arms felt like a lipoma mass located in the flap of the upper arm. The ER			

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	provider stated the abdominal wound a classic area of moist tissue being stuck together, with yeasty skin breakdown. The ER provider reported a wet incontinent product sitting in the abdominal fold for a prolonged period of time would have caused the breakdown. The ER provider commented, when the abdominal fold assessed initially, a white cloth present, stated someone had to place the cloth in the fold and be aware of the area. The ER provider reported she had spoken with 2 family members of the resident and inquired if the resident had an abdominal surgical wound and possible dehisced (opened up), and the family members denied. The ER provider stated the left hip wound revealed a classic decubitus pressure ulcer and the bilateral heels with a delayed response and revealed a deep purple, tissue injury. The ER provider expected the facility should have had devices in place to relieve pressure from the bony prominences, assisted with position change, and appropriate treatments in place. The ER provider reported the wounds Resident #1 had resulted from not being taken care of properly, that the areas did not develop in 2 days. In an interview on 12/13/21 at 2:07 PM, the DON reported being aware of Resident #1's open areas to inner thighs and buttocks, and that the resident followed by the nurse weekly to assess the pressure			

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	ulcers. The DON stated unaware of any open areas or wounds to Resident #1's arms, abdomen, hips, or heels, and expected any possible new areas identified to be reported to the nurse, and the nurse to assess and determine if the area new and/or worse. The DON explained with staff change out recently, would expect areas observed for the first time be reported to the nurse to determine if the area new. The DON stated when new open areas identified, a required Skin Sheet to be started, follow-up completed weekly with an assessment, and appropriate treatment in place for the area. **FACILITY RESPONSE:**			

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