Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **#5749**			**Date:** **May 25, 2022**
Facility Name: **Oakview Nursing and Rehabilitation**		**Survey Dates:** **May 2, 2022 to May 12, 2022**	
Facility Address/City/State/Zip: **720 Oakbrook Drive** **Marion, IA 52302**	**TAG, VW**		

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 record review, and staff and resident's responsible party (RP) interviews, the facility failed to provide accurate assessments with timely interventions, failed to obtain appropriate physician orders for treatment of a serious burn injury, provided treatment without the physician's knowledge of the injury or condition, or authorization for the order, and utilized another resident's prescribed topical treatment supply for the unauthorized care, for 1 of 4	**CLASS I**	**$6,000 (HELD IN SUSPENSION)**	**UPON RECEIPT**

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Facility Administrator Date

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	resident records reviewed (Resident #4). The facility reported a census of 36 residents. Findings include: The 4/14/22 Minimum Data Set (MDS) Discharge Assessment tool revealed Resident #4 admitted to the facility 4/8/22 as a transfer from another nursing home. The MDS identified the resident with diagnoses that included displaced fracture of 2nd cervical vertebra, repeated falls, and severe cognitive impairment with symptoms of delirium present. The resident required extensive assistance of at least 1 staff to reposition in bed, transfer to and from bed and chair, eating, dressing, toileting, bathing and personal hygiene, the resident unable to stand or ambulate. The resident documented with physical behaviors directed at others from 1 to 3 days of the 7 days that preceded the assessment. Additional information obtained from a Hospital Emergency Room History and Physical report dated 3/3/22 revealed the resident had left leg weakness from post-polio syndrome, placed in a Miami J Collar brace due to the cervical fracture diagnosed on that visit, and staff reports of concerns for aspiration risk. Admission orders transcribed by the physician and			

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	dated 4/8/22 directed staff: a. Provide General diet, pureed texture, nectar thick consistency liquids. b. Urinary catheter size 14 French with 10 milliliter (ml) sized balloon, changed every 30 days and as needed. c. Speech Therapy to evaluate and treat. d. Physical Therapy to evaluate and treat. e. Occupational Therapy to evaluate and treat. The Baseline Care Plan, dated 4/8/22, directed staff: a. Cognition status confused. b. Risk for swallowing problems. c. Risk for weight loss. d. Pureed diet, nectar thick liquids with 2 handled cups, eats in dining area. e. Stage 2 pressure sore on coccyx, 0.5 centimeters (cm) by 0.5 cm, Mepilex border dressing to the area. f. Urinary catheter used, risk for bowel incontinence related to weakness, incontinence briefs used. g. Toilet resident before and after meals, at bedtime and as needed. h. Non-ambulatory, full body mechanical lift for transfers. A Nursing Progress Note entry recorded by Staff D, Licensed Practical Nurse (LPN) at 8:24 p.m. on 4/8/22 stated:			

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	Resident was up for evening meal with staff assistance, was drinking coffee and spilled coffee on his right side. When Certified Nursing Assistants (CNA's) were changing resident for bed it was noted the resident has blotchy red area size of 17 centimeters (cm) by 2 and 1/2 cm, applied cold wash cloth. Resident states that it doesn't hurt at all. Applied SilvrSTAT Gel on area and left open due to area hard to wrap. Will fax doctor to get order for SilvrSTAT Gel. (SILVRSTAT® Antibacterial Wound Dressing is a water-based gel wound dressing for use in the management of first and second degree burns). There were no other entries related to the resident's burn area on the right upper leg recorded in the resident's record until 4/12/22 at 5:30 p.m. A form sent via Facsimile (Fax) to the physician 4/8/22 at 10:40 p.m., included the Nursing Progress Note transcribed above, the Physician, Staff M, approved the request for the treatment order and also wrote "please send me admit orders too", signed and dated the form 4/11/22. Per interview 5/4/22 at 12:45 p.m. with Staff I, the Assistant Director of Nursing (ADON), and the facility had not received the returned fax from the physician as of 4/12/22. On 4/12/22 she called Staff M to notify her of the resident's injury on 4/8/22 with request for treatment orders, and was informed			

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	the physician returned the fax on 4/11/22, but it was sent it to an incorrect fax number, and provided a copy of the form to the facility for their records. A Skin Condition Record dated 4/8/22 completed by Staff D, LPN described a 17 cm by 2.5 cm area on right hip where coffee had spilled on resident. The area was pink, blotchy, blanchable and without blisters. Silver cream applied to the area. There were no other skin assessments of the right hip area recorded on the form. An Incident Report dated 6:30 p.m. on 4/8/22, completed by Staff D, LPN, stated per CNA, resident was drinking coffee and it was spilled on his right hip/upper thigh area, witnessed by Staff B, CNA and Staff C, CNA. Staff D was called to the resident's room to assess area as CNA's prepared the resident for bed. Staff D applied "Silver cream" on area that was pink, blotchy, and measured 17 cm by 2.5 cm. Staff D stated the physician was notified at 9:35 p.m. on 4/8/22 (method of contact not reported), and family notified at 4:00 p.m. on 4/12/22. Signatures by the Director of Nursing (DON) and Administrator, both required on the form, were not on the copy of the form that was provided to the Surveyor on Survey on 5/2/22.			

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	An order transcribed by Staff I, ADON, dated 4/12/22 at 4:30 p.m. , received from Staff M, the resident's Physician, directed staff to gently cleanse the right thigh wound with Wound Wash, pat dry, apply SilvrSTAT Wound Gel topical to wound twice daily until healed. The Incident Report Completion policy dated 8/10/18 directed staff on the following: a. Staff shall complete an Incident Report for any unusual incident involving residents, whether injury is apparent or not. b. Unusual incidents include, but are not limited to bruises, skin tears, abrasions or skin injuries. c. An accurate account of the incident must be written in the resident's clinical record and should include pertinent observations, measurements, instructions and actions taken. d. All written reports and documentation shall be completed during the shift in which the incident occurred and as soon as possible after the situation has been brought under control. e. A 24-hour, 48- and 72-hour follow-up notation, pertinent to the incident will be made by the Charge Nurse. f. The complete incident report will be submitted to the Director of Nursing (DON) for review. The DON will investigate the report and submit findings to the			

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	Administrator. The Administrator will review the incident report for completeness before signing it. During an interview on 5/5/22 at 11:12 a.m., Staff A, Dietary Aide (DA), stated he served thickened coffee to the resident because he asked for it around 5:30 p.m. on 4/8/22. The cup fell to the floor within a few minute from when he served it, he picked the cup up, there was coffee on the floor and he did not know if there was coffee on the resident. In another interview on 5/5/22 at 2:22 p.m., Staff A stated the resident said "this coffee is hot" when he spilled it, and he didn't tell staff about the coffee because he thought it was spilled on the floor. On 5/3/22 at 4:12 p.m., Staff B, CNA, stated on the 4/8/22 evening shift, the resident was taken to the dining room between 5:00 p.m. and 5:30 p.m., she was in the dining room but faced a different direction and heard the cup fall, turned and saw coffee spilled on the floor, the resident didn't yell or say anything so she didn't think anything was wrong. When the resident was taken to his room after supper, she noticed his pants were wet and realized he had spilled coffee on himself. His skin on the right leg was red, blotchy, it wasn't blistered but you could tell it was raised and needed to be looked at. She called for the nurse, Staff D, LPN looked at the area and directed her			

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	to get the other nurse on duty, Staff E, LPN. On 5/3/22 at 4:33 p.m., Staff C, CNA, stated on 4/8/22 evening shift she heard a noise and thought it was a cup dropped. She went to pick it up, there was coffee on the floor a little ways from the resident. When she took the resident to his room after supper around 7:00 p.m., noted his pants were wet, and realized he'd spilled coffee on himself, his skin on the right leg was raised, pink but the color wasn't a lot different then the skin around it. The resident didn't say it hurt and thought he could have said if it did. She called the Nurse (Staff D) to the room, she looked at it and called the other nurse over (Staff E). She didn't receive any other instructions related to the resident's effected skin. A few days later, it looked a lot worse. On 5/4/22 at 9:34 a.m., Staff D, LPN, stated sometime between 5:30 p.m. and 6:00 p.m., she administered an oral medication to the resident seated in the dining room, he had the Miami J Collar on his neck and she noticed his pants were wet. She asked Staff B and Staff C why his pant were wet, they said it must have been from the coffee he spilled. She asked if the coffee was hot, staff didn't know. When she looked at the resident's skin after the aides put him in bed, between 7:00 p.m. and 7:15 p.m., his skin on the right upper thigh area was pink, blanchable and not			

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	blistered, he said it didn't hurt and she called for the other nurse, Staff E, LPN, to assist her with measurements of the area. She did not think it was a serious injury, thought it would be resolved by the next day so she didn't think she needed to notify the physician by phone that evening, did not complete an Incident Report that evening because she didn't think it was like a fall, and she did not notify the Manager on call because she thought it was a minor injury and not warranted. She directed the CNA's to apply a cool cloth to the area until she obtained SilvrSTAT gel from another resident's supply (Resident #3) and applied to the resident's right thigh burn area. On 4/8/22, she faxed both the facility's Medical Director, and Staff M, the resident's Physician, with information about the resident's injury and request for SilvrSTAT treatment orders. She was shocked when she observed the wound on 4/11/22, it was opened, and nobody told her that it blistered, she didn't anticipate it was going to turn out the way it did and felt horrible about the resident's condition and situation that evolved because she had not made the appropriate calls on the evening of 4/8/22. On 4/13/22, she was directed to complete an Incident Report for the 4/8/22 injury and did so at that time. On 5/3/22 at 1:12 p.m., Staff E, LPN, (scheduled and worked 6:00 p.m. 4/8/22 to 6:00 a.m. on 4/9/22)			

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	stated on the evening of 4/8/22, Staff D came over to her hall and asked if she had First Aide cream on her treatment cart. She learned of Resident #4's injury then and went to assist Staff D with wound measurements. The skin area looked pink, no blistering, it didn't look bad, there was a cool rag on it, the resident denied pain but he had a spinal injury so may not have been able to feel it. Staff E stated if that had been a resident assigned to her she would have notified the Manager on call, the family, and would have notified the Physician by phone call or fax, depending on the condition, it didn't seem like it was a severe burn. On 5/3/22 at 1:23 p.m., Staff F, CNA, stated on the 4/9/22 day shift, the resident's right upper thigh was red, looked like raw skin, nothing about the matter was communicated in report that morning, so she asked the Nurse on Duty (Staff G, LPN) who said he was burned by spilled coffee the day before. She thought the nurse had seen it since she knew about it. The resident didn't say he had any pain in the area and could make his needs known. On 5/3/22 at 12:30 p.m., Staff G, LPN, (worked from 6:00 a.m. to 2:00 p.m. on 4/9/22 and 4/11/22), stated on the morning of 4/9/22, she was informed by Staff E, the off-going Night Shift Nurse the resident had hot			

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	liquid spilled on him and to monitor the area. When she assessed the area that morning, the area was pink, blanchable, and the resident denied pain in the wound area. When she observed the wound on 4/11/22, it looked bad, she had the Wound Nurse, Staff H, look at it that day, and at some point there were treatment orders for it. Staff G stated if staff reported a resident had spilled hot liquid on them, she would take them to their room, remove clothing, assess area, apply cool compress to area, would call manager on call and physician, she would not notify the physician by fax on something like that. On 5/4/22 at 11:26 a.m., Staff H, Registered Nurse (RN)/Facility Wound and Restorative Nurse, stated she observed the resident's skin after lunch on 4/11/22, there was a brownish colored scabbed area approximately 4 inches by 6 inches in size located on the right upper thigh. She asked the CNA what happened and informed the resident had coffee spilled on him. She thought they meant the previous night, and immediately informed the ADON about the spilled coffee, she asked her if it was something that he came to the facility with and she told the ADON she didn't know. They both assumed it was something that had just happened. Staff H stated she had not received any other instructions specific to the resident, and denied the ADON had instructed her to			

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	get with the nurse and ensure there was a treatment ordered for the wound. On 5/4/22 at 12:45 p.m., Staff I, RN, ADON/MDS Nurse stated she went to the resident's room on the afternoon of 4/11/22 to complete her portion of the MDS Assessment, the resident's spouse asked about a treatment for his wound, pulled the covers back, Staff I observed the resident's right thigh wound at that time and asked the spouse what caused the wound. The spouse stated the incontinence brief had rubbed on his leg, and learned the spouse had dementia. When she left the resident's room, she saw Staff H in the hall who asked her if she had seen the resident's skin issue, she cut her off and told Staff H she had, then directed her to get with nursing staff and make sure there was a treatment order for it. On 4/12/22, around 4:00 p.m., the Marketing Director came to her office with the resident's family members that included the spouse and the Power of Attorney (POA) who wanted to speak to her. She told them it wasn't a good time and would have to wait. The POA said it was a pretty significant matter, the resident was burned, they had not been notified of the injury and they were going to talk about it right then. Staff I called Staff M for a treatment order, put the order in the computer before 4:30 p.m. to ensure the pharmacy would deliver the SilvrSTAT gel that			

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	evening, and directed the nurse on duty, Staff J, RN to make sure the treatment was provided that evening after delivered by pharmacy. Staff I stated she was not informed the resident was burned by spilled coffee until that time, it was not reported to the on call manager, and there wasn't an Incident Report about it. Staff I stated when staff send a fax to a physician with request for orders, the fax form was placed on a clipboard by the fax machine, where it remained until they received the fax back from the physician, which was supposed to occur within 24 hours, and all nursing staff expected to check for fax returns throughout their shifts. After this incident, all nursing staff were educated on physician notification, manager notification, family notification, documentation requirements, skin/wound assessment protocols, and incident reporting and fax procedures. On 5/3/22 at 12:01 p.m., Staff J, RN, stated she worked day shift at the facility on 4/10/22, in morning report, the off-going Night Shift Nurse instructed her not to give the resident hot liquids because he would spill them on himself. That morning, the CNA told her she needed to check the resident, she observed intact fluid-filled vesicles/blisters on the right thigh area that measured approximately 8 cm by 12 cm, maybe longer, forgot to chart about it but thought it was			

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	already taken care of as far as notifications. She then worked the evening shift on 4/12/22, the resident's POA cried as they approached her around 4:00 p.m., stated "what the Hell happened to their family member". She went to the resident's room with the POA, who directed her to look at the right thigh wound, and she informed the POA that was where the resident had spilled coffee on himself. Neither the POA nor the spouse, also present at the time, knew anything about the injury. At that time, the blisters were no longer intact, there was an open wound bed, pink/healthy red colored. Around 4:30 p.m. that evening, the ADON and another office staff employee were in the chart room, and the ADON instructed staff this was a big deal, and no one was to talk about the incident anymore. Staff J stated if this happened to one of her resident's she would have notified the physician by phone and requested treatment orders, would have notified the manager on call. On 5/4/22 at 4:10 p.m., the facility Administrator stated staff should have notified the physician by phone about the resident's injury and requested treatment orders on the evening of 4/8/22, and they should have notified the On-Call Manager. Staff could not administer medications or treatments prescribed to a resident from another resident's supply, could not administer a treatment without Physician			

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	authorization and order, and the facility replaced Resident #3's SilvrSTAT gel with a new supply. On 5/5/22 at 11:29 a.m., Staff M, the resident's Physician, stated Hospice staff sent her photos of the resident's burn injury on 4/14/22, after the resident discharged home from the facility, she had not seen the injury prior, and stated the resident sustained a superficial, partial thickness burn wound from hot coffee spilled on his right leg at the facility on 4/8/22. The resident's responsible party and POA interviewed on 5/2/22 at 6:08 p.m., stated they were not aware of the resident's burn injury until they visited the resident on 4/12/22 and saw it. The nurse told her the resident was burned by coffee that he spilled on himself on 4/8/22. The resident's spouse was present, had visited the day before, and stated Staff I, RN told her the right thigh wound was caused by the brief rubbing on his leg, and the POA stated you didn't have to be a nurse to know that was not what caused that wound.			
58.28(3)e	**481—58.28(135C) Safety.** The licensee of a nursing facility shall be responsible for the provision and maintenance of a safe environment for residents and personnel. (III)	**CLASS I**	**$9,000 (HELD IN SUSPENSION)**	**UPON RECEIPT**

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	58.28(3) *Resident safety.* *e.* Each resident shall receive adequate supervision to protect against hazards from self, others, or elements in the environment. (I, II, III) **DESCRIPTION:** Based on observation, record review, staff and resident responsible party (RP) interviews, the facility failed to maintain an environment free of accident hazards and failed to provide adequate supervision of meal services for residents dependent on feeding assistance and supervision from staff that resulted in a serious burn injury for 1 of 4 resident records reviewed (Resident #4). The failure of supervision resulted in Immediate Jeopardy to the health, safety, and security of the residents. The facility reported a census of 36 residents. Findings include: The 4/14/22 Minimum Data Set (MDS) Discharge Assessment tool revealed Resident #4 admitted to the			

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Facility Address/City/State/Zip: **720 Oakbrook Drive** **Marion, IA 52302**	**TAG, VW**			

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	facility 4/8/22 as a transfer from another nursing home. The MDS identified the resident with diagnoses that included displaced fracture of 2nd cervical vertebra, repeated falls, and severe cognitive impairment with symptoms of delirium present. The resident required extensive assistance of at least 1 staff to reposition in bed, transfer to and from bed and chair, eating, dressing, toileting, bathing and personal hygiene, the resident unable to stand or ambulate. The resident documented with physical behaviors directed at others from 1 to 3 days of the 7 days that preceded the assessment. Additional information obtained from a hospital Emergency Room History and Physical report dated 3/3/22 revealed the resident had left leg weakness from post-polio syndrome, placed in a Miami J Collar brace due to the cervical fracture diagnosed on that visit, and staff reports of concerns for aspiration risk. (A Miami J Collar immobilizes the neck area, movement of the head from side to side, rotation of the head, and flexion/extension of the head from the neck movements all severely restricted by the collar, such as placement of chin on the chest that assists swallowing for people with swallowing deficits such as dysphagia). Admission orders transcribed by the physician and			

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Facility Administrator Date

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	dated 4/8/22 directed staff: a. Provide General diet, pureed texture, nectar thick consistency liquids. b. Urinary catheter size 14 French with 10 milliliter (ml) sized balloon, changed every 30 days and as needed. c. Speech Therapy to evaluate and treat. d. Physical Therapy to evaluate and treat. e. Occupational Therapy to evaluate and treat. The Baseline Care Plan, dated 4/8/22, directed staff: a. Cognition status confused. b. Risk for swallowing problems. c. Risk for weight loss. d. Pureed diet, nectar thick liquids with 2 handled cups, eats in dining area. e. Stage 2 pressure sore on coccyx, 0.5 centimeters (cm) by 0.5 cm, Mepilex border dressing to the area. f. Urinary catheter used, risk for bowel incontinence related to weakness, incontinence briefs used. g. Toilet resident before and after meals, at bedtime and as needed. h. Non-ambulatory, full body mechanical lift for transfers. The facility's Investigation Summary, submitted 4/15/22 with their Self-Reported Incident #104404-I, stated:			

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	a. Resident admitted 4/8/22, diagnoses included displaced fracture of the 2nd cervical vertebrae and dementia, required mechanical lift transfer and assistance with all activities of daily living (ADL's). b. On the evening of 4/8/22, a Dietary Aide (DA) served the resident a cup of thickened coffee as the resident waited for his meal, and continued to serve other drinks to other residents as the Certified Nursing Assistants (CNA's) continued to bring residents to the dining room for supper. c. A few minutes later, a CNA and the DA heard a cup land on the floor. The DA cleaned the coffee spill, and the resident gave no indication he had spilled coffee on himself. He told the DA the coffee was hot. d. After supper, staff noticed a pink/red area on his right thigh when they undressed the resident for bed, got the nurse immediately and placed a cold cloth on the area. The nurse assessed the area, documented the assessment on a Skin Sheet and notified the physician via facsimile (Fax). e. The burn measured 17 centimeters (cm) by 2.5 cm and blistered the following day. The resident did not complain of pain to the area. A Skin Condition Record dated 4/8/22 completed by Staff D, Licensed Practical Nurse (LPN) described a 17 cm by 2.5 cm area on right hip where coffee had spilled on resident. The area was pink, blotchy,			

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	blanchable and without blisters. Silver cream applied to the area. An Incident Report dated 6:30 p.m. on 4/8/22, completed by Staff D, LPN, stated per CNA, resident was drinking coffee and it was spilled on his right hip/upper thigh area, witnessed by Staff B, CNA and Staff C, CNA. Staff D was called to the resident's room to assess area as CNA's prepared the resident for bed. Staff D applied "Silver cream" on area that was pink, blotchy, and measured 17 cm by 2.5 cm. Staff D stated the physician was notified at 9:35 p.m. on 4/8/22 (method of contact not reported), and family notified at 4:00 p.m. on 4/12/22. Signatures by the Director of Nursing (DON) and Administrator, both required on the form, were not on the copy of the form that was provided to the Surveyor on Survey on 5/2/22. A Nursing Progress Note entry recorded by Staff D, LPN, at 8:24 p.m. on 4/8/22 stated: Resident was up for evening meal with staff assistance, was drinking coffee and spilled coffee on his right side. When CNA's were changing resident for bed it was noted the resident has blotchy red area size of 17 cm by 2 and 1/2 cm, applied cold wash cloth. Resident states that it doesn't hurt at all. Applied SilvrSTAT Gel on area and left open due to			

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	area hard to wrap. Will fax doctor to get order for SilverSTAT Gel and update family in a.m. The Dining Room Assistance Policy dated 4/17 directed staff: a. At least one person from Nursing Services will be stationed in the dining room during meal service to assist residents with eating and to handle any emergency situation that might arise. The Coffee Brewing and Service for Safe Temperature Policy dated 5/2022 directed staff: a. Coffee will be brewed at 195 degrees Fahrenheit (F) as recommended by the coffee company for a palatable cup of coffee. b. Coffee and hot water for meals will be cooled to a safe temperature of 140 degrees F or below for meal service. c. Temperatures will be documented on the Coffee/Hot Water Temperature log. Observations revealed: a. Posted Meal Times: Breakfast - 8:00 a.m., Lunch - 12:00 p.m., and Supper - 6:00 p.m. b. On 5/3/22 at 8:25 a.m., temperature of 145.4 F recorded by the surveyor from a cup of coffee dispensed out of a thermal container on the B Wing Kitchenette, coffee served to B Wing residents was			

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	dispensed from that container. Dietary staff recorded a temperature of 155 degrees F for the coffee on their log that morning. c. On 5/4/22 at 8:12 a.m., a bowl covered with cellophane wrap that contained a serving of pureed eggs was removed from the stationary steam table on the B Wing, steam rose from the eggs when the cover was removed and Staff K, DA obtained a temperature of 189 degrees F from the eggs. Staff K stated they were too hot to serve, covered the bowl loosely with aluminum foil and set it aside. A continuous observation on 5/4/22 between 11:41 a.m. and 12:34 p.m. in the B-Wing dining area revealed: a. At 11:41 a.m., cold beverages were positioned on tables, 6 residents seated at tables. b. At 11:56 a.m., CNA's continued to bring residents to the dining area. The medication cart was near the dining room, but the Nurse was not in the area. The Administrator, who is a nurse, and the facility's Corporate Nurse arrived to the area at this time and remained in the hall by the dining area. c. At 12:02 p.m., the B Wing Nurse stood by the serving area, Staff K, DA asked her if she would remain in the dining room, she said yes and Staff K stated he would serve Resident #1's food, a pureed diet. The CNA's continued to bring residents to the dining room.			

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	d. At 12:06 p.m., 15 residents seated in the dining room, CNA's were not present. e. At 12:07 p.m., Staff H, RN/Restorative Nurse, walked a resident to the dining room. f. At 12:08 p.m., the Nurse delivered Resident #1's food to the table, sat down and provided feeding assistance to the resident. No CNA's in the dining area. g. At 12:11 p.m., Staff H offered to assist with delivering food to seated residents, Staff K stated he would start to serve the dining room and plated the first meal. No CNA's present. h. At 12:12 p.m., one CNA arrived to the dining room and assisted with meal delivery and set-up assist. i. At 12:14 p.m., the remaining 2 CNA's arrived in the dining room, then left with a room tray for a resident. j. At 12:16 p.m., the 2 CNA's returned to the dining room. k. At 12:27 p.m., all residents seated in the dining room had received their meal. On 5/5/22 at 7:40 a.m., temperature of 138.7 degrees F recorded by the surveyor from a cup of coffee dispensed from the B Wing Kitchenette thermal container. Staff recorded a 136.4 degree F temperature for the coffee on their log that morning. Cold drinks were positioned on dining room tables.			

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	On 5/9/22 at 5:27 p.m., cold drinks were dispensed on tables in the B Wing Dining Room. Staff L, DA, was able to state the location and provide the list of resident's that required feeding assistance, and stated they could not serve hot liquids until Nursing Staff were in the dining room. During an interview on 5/5/22 at 11:12 a.m., Staff A, DA, stated he served thickened coffee to the resident because he asked for it around 5:30 p.m. on 4/8/22. He didn't know or remember if any Nursing Staff were in the dining room when he gave him the coffee. The cup fell to the floor within a few minute from when he served it, he picked the cup up, there was coffee on the floor, he did not know if there was coffee on the resident, and supper served at 6:00 p.m. In another interview on 5/5/22 at 2:22 p.m., Staff A stated the resident said "this coffee is hot" when he spilled it, and he didn't tell staff about the coffee because he thought it was spilled on the floor. On 5/3/22 at 4:12 p.m., Staff B, CNA, stated on the 4/8/22 evening shift, the resident was taken to the dining room between 5:00 p.m. and 5:30 p.m., she was in the dining room but faced a different direction and heard the cup fall, turned and saw coffee spilled on the floor, the resident didn't yell or say anything so			

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	she didn't think anything was wrong. She continued to bring residents to the dining room at the time. When the resident was taken to his room after supper, she noticed his pants were wet and realized he had spilled coffee on himself. His skin on the right leg was red, blotchy, it wasn't blistered but you could tell it was raised and needed to be looked at. She called for the nurse, Staff D, LPN looked at the area and directed her to get the other nurse on duty, Staff E, LPN. On 5/3/22 at 4:33 p.m., Staff C, CNA, stated as she brought residents to the dining room for supper on 4/8/22 she heard a noise and thought it was a cup dropped. She went to pick it up, there was coffee on the floor a little ways from the resident. When she took the resident to his room after supper around 7:00 p.m. his pants were wet, and realized he'd spilled coffee on himself, his skin on the right leg was raised, pink but the color wasn't a lot different than the skin around it. The resident didn't say it hurt and thought he could have said if it did. She called the nurse in (Staff D), she looked at it and called the other nurse over (Staff E). She didn't receive any other instructions related to the resident's effected skin. A few days later, it looked a lot worse. On 5/4/22 at 9:34 a.m., staff D, LPN, stated around 5:30 p.m. on 4/8/22, she was busy in a different resident's room when Resident #1 was in the dining			

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	room. Sometime between 5:30 p.m. and 6:00 p.m., she administered an oral medication to the resident seated in the dining room, he had the Miami J Collar on his neck and she noticed his pants were wet. She asked Staff B and Staff C why his pant were wet, they said it must have been from the coffee he spilled. Staff D didn't know how he had coffee because he was on thickened liquids and was supposed to have assistance in the dining room. The resident had involuntary/uncontrolled movements of his arms and legs, similar to someone with Parkinson's disease. She asked if the coffee was hot, staff didn't know and she didn't know why the coffee had been given to him. Staff D stated she has had to instruct different Dietary Staff, at different times, not to serve drinks or place utensils on the feeding assistance table until staff present, due to their cognitive status and safety. She had reported the issue to Management Staff several times before 4/8/22. She had also instructed Dietary Staff several times that certain resident's required lids on their drinks, but Dietary Staff reported they didn't have enough lids, until now, after the 4/8/22 incident, now the lids are on the cups. When she looked at the resident's skin on 4/8/22, after the aides put him in bed, between 7:00 p.m., and 7:15 p.m., his skin on the right upper thigh area was pink, blanchable and not blistered, and she called for the other nurse, Staff E, LPN, to assist her with measurements of the area.			

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	On 5/4/22 at 12:45 p.m., Staff I, RN, (Registered Nurse) and Assistant Director of Nursing (ADON) stated Dietary Staff were not supposed to serve residents with mechanically altered liquids until nursing staff were present, and didn't know why the resident would have been served coffee when staff not there. Staff I reported the Nurse should have known to call the Dietary Manager, or the Manager On-Call if there were problems with Dietary Staff and she was unaware of the problem with Dietary Staff serving when staff not present, it had not been reported to her before the 4/8/22 incident. They initiated staff education after the incident and she checked off facility staff from her list as the education was completed, and thought the Corporate Nurse had made sure that Agency Staff were educated on the changes since the incident. On 5/4/22 at 11:24 a.m., Staff K, DA, stated they are not supposed to serve hot liquids in the dining room unless Nursing Staff are present. On 5/11/22 at 10:28 a.m., the facility's Dietary Manager stated she knew that Dietary Staff that included Staff A, were educated as a group at least twice since she began employment 3/1/22, that they were not to serve hot liquids or altered texture foods/liquids unless Nursing Staff were present in the			

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	dining room. Prior to 4/8/22, there were not enough lids for cups, the recommendations made by Therapy Staff and the Dietician. The lids were ordered through their supplier but back-ordered, the Corporate Dietician was able to obtain some lids from other facilities where they weren't in use, and they had enough now for the resident's that required them. On 5/5/22 at 11:29 a.m., Staff M, the resident's Physician, stated the resident had a superficial, partial thickness burn wound from the hot coffee spill on 4/8/22, based on photo images of the resident's burn that she had seen. The resident's responsible party and POA interviewed on 5/2/22 at 6:08 p.m., stated the resident loved coffee and would always ask for it, had developed weakness, had more falls at home as a result and difficulty swallowing either from more weakness or wearing the neck brace, or both, and needed assistance with everything and why he was at the nursing home.			

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	FACILITY RESPONSE:			

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