Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **5385**			**Date:** **September 24, 2021**
Facility Name: **Wesley Acres**		**Survey Dates:**	
Facility Address/City/State/Zip **3520 Grand Ave** **Des Moines, IA 50312**		**August 24 – September 8, 2021**	
	JM		

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) [**ARC 1398C**, IAB 4/2/14, effective 5/7/14; **ARC 2560C**, IAB 6/8/16, effective 7/13/16] **DESCRIPTION:** Based on observations, clinical record review, facility policy review, staff interviews, family interview, and physician interview; the facility failed to prevent and thoroughly assess a pressure ulcer for 1 of 3 residents reviewed (Resident #1). The facility failed to assess the area to the resident's left heel when identified on 7/21/21. The facility failed to notify the physician, the resident, and/or the resident representative with a change to the ulcer on the left heel when identified on	**I**	**$5,000**	**Upon Receipt**

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	8/4/21. Upon admission to the facility on 7/14/21, and weekly thereafter, the facility failed to assess areas on the resident's right first 1st and 2nd toes. The facility identified the resident as at risk for pressure sore development according to the Braden Scale assessment tool and noted the resident required staff assist for bed mobility and transfers. However, the care plan failed to identify additional interventions to prevent pressure ulcers. Resident #1 admitted to the local hospital on 8/6/21 due to a Stage 2 pressure ulcer on the left heel with gangrene (localized death and decomposition of body tissue) present. The facility reported a census of 66 residents. Findings include: According to the Minimum Data Set (MDS) assessment tool dated 7/27/21, Resident #1 scored 12 of 15 possible points on the Brief Interview for Mental Status (BIMS) test. A score of 12 indicated the resident demonstrated mildly impaired cognitive abilities. The MDS documented the resident required extensive physical assist of 1 staff for bed mobility and toilet use, and limited physical assist of 1 staff for transfers and personal hygiene. The MDS identified the resident as at risk of developing pressure ulcers. The MDS documented the resident had a diabetic foot ulcer and required the application of dressings to the feet, with or			

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	without topical medications. The MDS documented the resident had diagnoses that included atrial fibrillation, coronary artery disease, diabetes mellitus, cellulitis of the right lower limb, polyneuropathy, and abscess of the right foot. 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.			

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	The Care plan with a date initiated of 7/14/21, revealed the resident had an ADL (activities of daily living) self-care performance deficit related to fatigue and weakness. Interventions included: the resident ambulated with assist of one, walker, and wheelchair to follow (7/14/21), required assist of one for bed mobility (7/14/21), skin inspection per facility policy (7/14/21), the resident required skin inspection; observe for redness, open areas, scratches, cuts, bruises and report changes to the nurse (7/14/21), and transfer with assist of one and walker (7/14/21). The care plan initiated on 7/14/21, identified the resident as at risk for nutritional problems related to pleural effusion, cellulitis, left ventricular heart failure, atrial fibrillation, diabetes, and wounds to left medial foot. The care plan directed staff to provide the following interventions: a. Invite the resident to activities that promote additional intake (7/14/21) b. Provide and serve nutritional supplements as ordered (7/14/21) c. The Registered Dietician will evaluate and make diet recommendations as needed (7/14/21). The care plan initiated on 7/14/21, identified the resident as at risk for pressure ulcer development			

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	related to immobility and directed staff to provide the following interventions: a. Administer treatments as ordered and monitor for effectiveness (7/14/21) b. Assist/instruct the resident to shift weight as needed to maintain comfort (7/14/21) c. Follow facility policies/protocols for the prevention/treatment of skin breakdown (7/14/21) d. Inspect skin during routine cares and report any abnormalities to the charge nurse (7/14/21) e. Monitor pressure ulcer for signs and symptoms of infection to include drainage, odor, redness, warmth, or pain (7/14/21) f. Monitor/document/report as needed any change in skin status: appearance, color, wounding, signs & symptoms of infection, wound size, or stage (7/14/21) g, Document weekly and include the measurement of each area of skin breakdown; width, length, depth, type of tissue, and exudate (7/14/21). The following Braden Scales for predicting pressure sore risk documented: a. On 7/14/21, the Braden Score measured 19: not at high risk for developing a pressure ulcer. b. On 7/21/21, the Braden Score measured 18: at risk for developing a pressure ulcer.			

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	c. On 7/30/21, the Braden Score measured 17: at risk for developing a pressure ulcer. The Progress Notes contained the following entries: a. On 7/17/21 at 11:22 PM, a Nurse's Note documented the resident complained about the moon boots, nursing staff directed on how to put on and off properly. The resident suggested putting the right boot on upside down. b. On 7/18/21 at 10:54 PM, a Nurse's Note revealed staff noted resident sleeping and did not complete the treatment to the resident's right foot moon boots in place. c. On 7/20/21 at 11:55 AM, a Nurse's Note showed family requested that podiatry (wound clinic) see the resident prior to the current appointment scheduled for 7/23/21. Call placed to clinic, but they could not see the resident on an earlier day. d. On 7/20/21 at 2:48 PM, a Social Service Note revealed on 7/15/21, the social worker spoke with the resident's daughters. Family concerned the nursing staff did not know how to apply the resident's soft boots; they reiterated that the wound to the right foot caused concern if it does not heal due to the			

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	consequences. The family said the dressing had not been changed in 24 hours. e. On 7/21/21 at 5:19 PM, a Physician Visit note documented the ARNP (Advanced Registered Nurse Practitioner) saw the resident and wrote new orders. f. On 7/23/21 at 3:18 PM, a Nurse's Note revealed the resident saw the physician at the wound clinic and returned with new orders regarding his right foot. g. On 8/6/21 at 1:13 PM, a Nurse's Note showed the resident saw the physician at the wound clinic and then the facility received call that the resident admitted directly to the hospital because the wounds had deteriorated. A Wound Evaluations form dated 8/4/21 documented: a. New, facility acquired diabetic wound, left heel, that measured 3.15 cm x 1.78 cm. Wound bed: no evidence of infection, pink or red. Exudate (drainage): light amount of bloody drainage. Peri wound: edges attached, surrounding tissue normal in color, no swelling or edema. The resident had used a diabetic post-op shoe for ambulation for ambulation and used bunny boots in bed. No notifications, blank. Picture included.			

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	b. New, facility acquired blister, right heel, that measured 1.33 cm x 1.13 cm. Wound bed: no evidence of infection. No drainage. Peri wound: edges attached, surrounding tissue normal in color, and no swelling or edema. The resident had used a diabetic post-op shoe with ambulation and used bunny boots in bed. No notifications, blank. Picture included. c. New, facility acquired blister, right ankle that measured 1.41 cm x 1.09 cm. Wound bed no evidence of infection. No drainage. Peri wound: edges attached, normal skin surrounding, and no swelling or edema. The resident had used diabetic post-op shoe with ambulation and used bunny boots in bed. No notifications, blank. Picture included. A Treatment Administration Record (TAR) dated July 2021 contained the following treatment orders: a. Apply Edema wear/TED hose to bilateral lower extremities in the morning and remove them at bedtime for edema and fluid maintenance. Start date 7/15/21. b. Soak gauze in Betadine, apply to right lower extremity ankle, and then apply kerlix and ace wrap from the foot to just above the ankle for wound care. Start date 7/16/21, stop date 7/23/21.			

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	c. Wash right foot with soap and water, and pat dry. Paint ulcers on the top of the right 1st and 2nd toes with Betadine. Dress wounds on the medial right foot with Prisma AG (wound dressing containing silver, which provided antimicrobial protection against bacteria & infection), gauze, and roll gauze. Change dressing daily. Start date 7/24/21. d. Apply Betadine solution to the left heel two times a day for wound care. Start date 7/21/21. A physician progress note dated 7/15/21 revealed Internal Medicine: the resident's primary care provider visited due to admission to skilled therapy. Resident admitted with a right foot ulcer and surrounding cellulitis. Plan: right foot ulcer with cellulitis; status post incision & drain and angiogram on 7/13/21. A physician progress note dated 7/21/21 documented the Internal Medicine ARNP saw the resident for an acute visit due to increased edema and increase of diuretic on 7/16/21. Noted the resident did not have compression hose on at the time of the visit, and legs were down in dependent position. Daughter present at bedside and reported the resident at risk for pressure area to right heel with issues in the past. Physical exam noted: mild edema to lower extremities and right heel skin discoloration with history of pressure ulcer to that area. Plan: Lower extremity edema - measure and			

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	obtain edema wear on in the morning and off at bedtime. Regarding risk for pressure area on right heel; Betadine to right heel daily and monitor daily, the resident needs the pressure taken off the heel - shoes too tight. A physician progress note dated 7/23/21 documented the podiatrist saw the resident at the wound clinic. The resident presented with a grade 2 ulcer on the right foot and Stage 1 pressure ulcer on the left heel. The resident experienced swelling in both legs and had edema wear that could be used and also heel protector boots to use while in bed. The resident used a post-op on the right foot and daughters requested one for the left foot due their concern regarding breakdown of the left heel. Wound assessments revealed: a. Diabetic toe ulcer right 2nd toe. Base non-granulating. 2 wounds measured together, 2.5 centimeters (cm) length x 0.5 cm width x 0.2 cm depth. b. Diabetic toe ulcer right hallux (great toe). Base non-granulating. Measurement: 0.7 cm x 0.4 cm x 0.2 cm. Physical exam: rigid hammering of the toes present, no pain to palpation of feet or toes. Pitting edema to bilateral legs and feet. The resident had purple discoloration to the posterior left heel. Eschar			

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	(necrotic) with loose edges to the 1st and 2nd toes right foot. Assessment: ulcer of the right foot and pressure injury to the left heel, Stage 1. Plan: a. Paint toe ulcers with Betadine b. Post-op shoe for left foot due to Stage 1 pressure ulcer to prevent further skin breakdown c. Edema wear to help with overall swelling d. Encourage the resident to elevate legs at the nursing facility for a few hours a day. Keep weight off the back of the heel while in the chair or in bed, and use heel protector boots or pillows to evaluate further deterioration. Wound Care: a. Wash right foot with soap and water and pat dry. May take dressings off for bath, then redress after. b. Paint ulcer on the tops of the right 1st and 2nd toe right foot with Betadine. c. Dress wounds on the medial right foot with Prisma, gauze, and roll gauze. d. Use edema wear to both legs from the toes to the knees. e. Change dressings daily.			

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	f. Use post-op shoes during the day and heel protector boots at night or when in bed. The clinical record failed to contain an assessment of the left heel after the ARNP identified the discoloration on the 7/21/21 visit, or weekly thereafter. The clinical record lacked documentation to show staff notified the resident and/or the resident representative, or the physician of the change in the left or right heel identified on 8/4/21. The clinical record also lacked documentation of an initial assessment or weekly assessment thereafter for the skin impairments on the 1st and 2nd toes on the right foot. The Skin Prevention and Treatment of Skin Breakdown policy and procedure with an origination date of 8/2021, directed the facility would properly identify and assess residents whose clinical conditions increase the risk for impaired skin integrity, and pressure ulcers/injuries in order to implement preventative measures and to provide appropriate treatment modalities for wounds according to the facility standards of care. Prevention of Pressure Ulcers: Complete Braden Scale - upon admission, weekly for the 1st 4 weeks post admission, quarterly, and with a change in status (pressure ulcer development, change in mobility, continence status, change in condition, nutrition, etc.)			

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	Monitoring of Skin Integrity: a. Certified Nursing Assistants (CNA's) will observe skin daily with cares and report and skin concerns immediately to the charge nurse b. Charge nurse will assess any noted skin concerns, complete an incident report, and notify the physician and family c. Initiate or evaluate and revised skin integrity care plan based on response, outcomes, and the needs of the resident. Nutrition: Notify the dietician with a resident deemed nutritionally at risk, upon discovery of a wound, if a wound declines unexpectedly, or with a wound not showing progress in 2 weeks. The dietician will then review nutritional intake and make recommendations as appropriate. Therapy: request an evaluation for wheelchair seating as appropriate for treatment of pressure or lower extremity ulcers (arterial, venous, neuropathy/diabetic, or mixed) With a resident admitted with a pressure ulcer or with a new development of a pressure or lower extremity ulcer, implement the following procedure:			

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	a. Initiate wound care protocol b. Notify Physician/NP (Nurse Practitioner) and family/designee c. Notify supervisor/designee as assigned d. Notify dietary for nutritional interventions e. Notify therapy department for seating surface evaluations and possible treatment interventions and other interdisciplinary team members as appropriate Re-evaluate interventions per risk factors identified: a. Update the Care Plan for skin integrity and CNA Kardex with skin concern, interventions b. Initiate Weekly Wound Documentation to include: type of wound, location, date, stage (pressure ulcers only) or indicate partial or full thickness (arterial, venous, neuropathy/diabetic ulcers), length, width, depth; wound base description, wound edge description, and if present, drainage, odor, undermining, tunneling, and/or pain. Daily pressure wound monitoring should include: a. Evaluation of the ulcer, if no dressing present b. Evaluation of the status of the dressing, if present c. Status of the area surrounding the ulcer (that can be observed without removing dressing) d. Presence of possible complications, such as signs of infection			

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	e. Pain if present and adequately controlled f. Document on any changes or concerns in the nurse's notes g. Notify the Physician/NP, family, and supervisor/designee if the ulcer had not shown progress in 2-4 weeks &/or deteriorating unexpectedly. Re-evaluate plan of care as appropriate. Resident Choice: in order for the resident to exercise his or her right to appropriately make informed choices about the care and treatment or to refuse treatment, the community and the resident (or the resident's legal representative) will discuss the resident's condition, treatment options, expected outcomes, and consequences of refusing treatment. The community will address the resident's concerns and offer alternatives if the resident refuses treatments and interventions and document in the resident's medical record. The Weekly Pressure Ulcer Progress Report policy dated 06/20 documented the practice to provide weekly assessment and documentation of all pressure/stasis ulcers and help prevent infections and other complications of pressure/stasis ulcers. Procedure:			

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	a. Upon assessment of a pressure/stasis ulcer, document on weekly pressure ulcer progress report b. Document complete assessment of the site on the form including; stage, size, depth, presence/absence of drainage, odor/color, if culture obtained, evaluate for and document any risk/causal factors, and document physician family and dietary notification c. Complete Incident/Quality Assurance report d. Document in nurses notes and monitor the area on a weekly basis on the weekly pressure ulcer progress report e. Report any signs/symptoms of infection or poor response to treatment to the Director of Nursing (DON) and to the physician for review for new orders f. Charge nurse will assess the ulcer weekly and document g. Charge nurse or care plan nurse will be responsible to add skin issues to the care plan with each incident to identify interventions to promote healing. The MDS coordinator will be responsible to follow-up and monitor the care plan and add updates as needed.			

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	h. Report the updated information regarding the resident's skin condition and care plan to the CNA's to provide quality care to heal and attempt to prevent further issues Documentation: a. Complete Weekly Pressure Ulcer Progress Report b. Complete Incident/QA report c. Document in Nurses Notes d. Document notification of physician, dietician, and family e. Update the care plan and notify staff of interventions In an interview on 8/24/21 at 2:15 PM, the Resident Representative (family member) for Resident #1 stated the resident admitted from the hospital to the nursing facility on 7/14/21, and then readmitted to the hospital on 8/6/21 due to a gangrenous open area on the left heel. The family member reported the resident received daily dressing changes to the right foot, but the nursing staff wrapped the ace wraps too tightly and did not follow physician orders. When the physician saw the resident on 8/6/21, and informed them of the new open area, the physician and said too much pressure had been applied to the area. The family			

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	member stated they were unaware of the new open area to the left heel until the physician identified it at the appointment. The family member stated the resident remained hospitalized for 13 days and received intravenous antibiotics and added although they were aware the resident had decreased circulation and feeling in lower extremities, they thought the nursing staff should have checked areas. The family member stated Resident #1 had been 3 days from returning home prior to re-hospitalization with the ability to walk 90 feet with the walker, but when they returned to the hospital, they experienced decreased strength and increased weakness, and currently had to use full body mechanical lift for transfers. On 8/25/21 at 11:43 AM, Staff D Registered Nurse (RN) stated when Resident #1 admitted to the facility, he initially had redness on the left heel, not an open area. She then went on vacation for a couple of weeks and upon her return, found the left heel had deteriorated to an open area from a popped blister. Staff D reported she asked fellow nursing staff what had happened to the resident's left heel. Staff D stated family members visited daily, were concerned about the resident's wounds, on top of the resident's wound care due to his history, and they did not want the resident to lose his feet. Staff D stated she had not been instructed to complete the bottom area of the			

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Facility Administrator Date

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Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: **5385**			**Date:** **September 24, 2021**
Facility Name: **Wesley Acres**		**Survey Dates:**	
Facility Address/City/State/Zip **3520 Grand Ave** **Des Moines, IA 50312**		**August 24 – September 8, 2021**	
	JM		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	wound form regarding notification of family, physician, and/or dietary of new skin areas. Staff D reported being unaware of weekly skin assessments, but said CNA's reported areas of concern and then the nurse would complete the assessment. Staff D added once staff identified a new area they notified the physician and the family, completed documentation, took a picture, and re-assessed any skin impairments every 6 days. During an interview on 8/26/21 at 7:50 AM, Staff C stated she had worked during the pandemic as a temporary/emergency RN for a couple of months and had been one of the admitting nurses for Resident #1. Staff C stated Resident #1 admitted to the facility with 2 ulcers on the inner right foot and possibly areas on the 1st and 2nd toes of the right foot. Staff C stated she no longer worked as a nurse as of around 7/21/21, and was unaware of any new areas on the resident's heels. She reported Resident #1 preferred to stay in bed on his back and wore bunny boots in bed, as he would remind staff to place them on while in bed. Staff C stated initially the resident wore tennis shoes and then changed to a therapeutic type sandal. Staff C said staff did skin assessments weekly with triggered current areas, but she was unaware of the process with new open areas.			

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	On 8/26/21 at 8:23 AM, Staff D RN stated she recalled Resident #1 had skin issues, and that the resident had redness to left heel. Staff D stated nursing staff applied Betadine to the left heel and when the resident went to an appointment end of July, the resident returned with an off-loading shoe. Staff D said the resident previously had one for the right foot but not the left. Staff D reported she recalled family saying the resident had a history of pressure ulcers on his left heel and did not recall the resident having any open areas there, but she had left for vacation at the end of July. Staff D stated no routine skin assessments are completed, but every 6 days an assessment was completed on identified areas. Staff D stated she checked residents' feet when they are at risk or currently had an area of concern. Staff D said she worked the day shift and the resident either had off-loading shoes on or his feet propped on a pillow. On 8/26/21 at 8:40 AM, the Wound Physician stated the area to Resident #1's left heel was definitely preventable; the nursing staff were not following orders correctly. The Physician stated the resident's left foot initially had no wounds; edema wear was ordered to be worn from the toes to the knees and the nursing staff placed the edema wear from the ankles to the knees. The Physician stated staff applied kerlix dressing, then the edema wear, and then ace wraps on top, which caused increased pressure and injury to			

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	the left heel. The Physician stated she had called the facility to confirm the nursing staff had her orders right, but what the nursing staff had reported to her was not what she had ordered. The Physician stated on 7/23/21, she ordered: wash right foot with soap and water and dry; paint ulcer on the tops of the right 1st and 2nd toe right foot with Betadine; dress wounds on the medial right foot with Prisma and gauze; and place edema wear from the toes to the knees. The Physician stated on 8/6/21 Resident #1 admitted to the hospital due to the left heel being open with gangrene present. The Physician stated the resident required intravenous antibiotics due to infection and sepsis. In an interview on 8/26/21 at 2:20 PM, the Interim DON confirmed Resident #1 admitted to the facility with 2 open areas on the right medial foot and the areas to the tops of 1st and 2nd toes of the right foot, after she reviewed the admission orders and the pictures from the hospital. The Interim DON stated she reviewed Resident #1's chart and was unable to locate any documentation related to the resident's toes while the resident resided at the facility. She reported the physician ordered Betadine and edema wear on 7/21/21 and the nursing staff applied edema wear and ace wraps together from 7/16-7/23/21. The Interim DON added staff did not discontinue the ace wraps after they received the order for the edema wear. The Interim DON said she spoke with the Medical Directors			

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	of the facility regarding concerns with the skin program and plans to make changes moving forward. The Interim DON stated she expected staff to document a complete assessment weekly for all skin impairments. In a subsequent interview on 9/8/21 at 9:29 AM, the Interim DON stated she was not employed at the facility during the time period when Resident #1 resided there previously. She said her expectation would be for staff to implement weekly skin assessments if they identified a heel with discoloration. The Interim DON also stated if staff noted any changes in a wound they should notify the resident representative and physician to be notified of the change with Resident #1's left and right heels on 8/4/21. The Interim DON reported she expected staff to document interventions on the resident's care plan. **FACILITY RESPONSE:**			

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Citation

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