

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  165033	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  11/26/2024
NAME OF PROVIDER OR SUPPLIER  Harmony Davenport		STREET ADDRESS, CITY, STATE, ZIP CODE  815 East Locust Street Davenport, IA 52803	
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 0550</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 dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>45775</p> <p>Based on observations, maintenance record review, resident and staff interviews the facility failed to provide dignified care to residents when the water temperature unpredictably changed from a comfortable temperature to a cold temperature for 6 of 6 resident reviewed for dignity. The facility reported a census of 66 residents.</p> <p>Findings include:</p> <p>During interview on 11/19/24 at 2:40 p.m., the facility Administrator stated she became aware shower water temperatures were not hot enough on 11/12/24 when a resident informed her of the concern. She contacted a local plumbing company at that time for service. The Administrator stated the plumbing company was on site the same day, and identified the 2nd floor central shower required a new cartridge. She stated the plumbing company returned on 11/15/24 and replaced the cartridge.</p> <p>On 11/20/24, the State Agency took water temperatures from the identified location with the following results:</p> <ul style="list-style-type: none"> <li>a. At 9:57 a.m., the 2nd floor central shower measured at 107.8 Fahrenheit (F).</li> <li>b. At 10:59 a.m., the 1st floor central shower measured at 109.7 F.</li> <li>c. At 11:30 a.m., the 1st floor central shower measured at 112.4 F.</li> <li>d. At 11:34 a.m., the 2nd floor west shower measured at 62.8 F, the shower room floor was wet upon entry, used towels and wash cloths were in the hamper (indications the room was recently in use).</li> <li>e. At 11:39 a.m., the 2nd floor central shower measured at 111.5 F.</li> </ul> <p>A review of the facility's water temperature log completed by Staff E, Maintenance Director, revealed water temperatures recorded throughout the 1st floor on 10/22/24, 10/29/24, 11/5/24 and 11/15/24 revealed a temperature range of 110 F to 115 F. Water temperature for the 2nd floor were not recorded.</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 165033
		If continuation sheet Page 1 of 8

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 11/20/24 at 11:34 a.m., Staff F, Licensed Practical Nurse (LPN) stated they had warm water today so they were able to do a few showers. She stated other days they could not get showers done if the water didn't get warm enough.</p> <p>During an interview on 11/20/24 at 11:56 a.m., the Administrator stated after speaking to maintenance staff she had been told you had to run both the sink and the shower at the same time in the 2nd floor west shower to get the temperature up.</p> <p>During an observation on 11/20/24 at 12:04 p.m. Staff E, Maintenance Director and the Administrator took water temperatures of the 2nd floor west shower room. While running the sink and shower at the hottest possible setting the first temperature taken measured at 89 F, then 93 F, then 97.9 F, then back down to 94.1 F within a 2-minute time period. Staff E stated because it was upstairs you had to leave the water run for a while to get the temperature up.</p> <p>During an interview on 11/20/24 at 11:49 a.m., Resident #2 (BIMS of 15 out of 15, intact cognition) stated water in the showers was never warm enough. The resident stated he had refused too many showers to count over the last 3 to 4 months due to the water temperatures. Resident #2 stated he has been in the shower when the water cools down and had staff hurry to finish as there was no assurance that the water temperature would get warmer again.</p> <p>During an interview on 11/20/24 at 6:11 p.m., a family member and Power of Attorney for Resident #1 stated the water in the sink in the resident's room has been cold since she was admitted to the facility 5 weeks ago. The family member stated the water never got warm or hot, and they spoke to different staff about it since the resident was admitted. They stated the standard response was we are working on it, but nothing changed. The family member stated Resident #1 had refused several showers because the water was cold, and she had a hard time to get warm after that.</p> <p>During an interview on 11/21/24 at 9:44 a.m., Resident #5 (BIMS of 15 out of 15, intact cognition) stated he received his shower in the 1st floor central shower room and there has been a problem for several months with the water not being hot enough to shower. The resident stated had to wait 20 minutes while in the shower for the water to get warm enough again to continue.</p> <p>During an interview on 11/21/24 at 9:50 a.m., Resident #7 (BIMS OF 15 out of 15, intact cognition) stated they have to run the water for a while to get it warm enough. He explained they can't have showers when the dishwasher is running. He stated the water has cooled down during his shower a couple of times, that wasn't comfortable and he hoped they could fix the problem.</p> <p>During an interview on 11/21/24 at 9:52 a.m., Resident #8 (BIMS of 13 out of 15, intact cognition) stated he had been in the shower when the water got cool. He stated staff had to flush the toilet to make it warmer but it still was not warm enough. Resident #8 stated it seemed like they were having problems with the water temperatures for a while.</p> <p>(continued on next page)</p>		

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 11/21/24 at 10:12 a.m., Resident #6 (BIMS of 15 out of 15, intact cognition) stated they had problems with the water temperature in the shower for at least a few months. She stated the water isn't hot enough and will cool down during the shower. Resident #6 stated when you are all lathered up they have to finish and rinse that off with cool water and it was uncomfortable. Everyone here knows there is a problem with the water temperature in the shower. Resident #6 stated she has refused showers when the water isn't warm enough at least 3 to 4 times in the last couple months.</p> <p>During an interview on 11/21/24 at 10:02 a.m., Staff H, Certified Nursing Assistant (CNA), stated the hot water had to run for 10 to 15 minutes to get it warm enough for resident showers, the sink water had to be running at the same time to help get the temperature up. Staff H stated when she worked on the evening shift they couldn't do showers after supper because when the dishwasher ran it took all the hot water.</p> <p>During an interview on 11/21/24 at 10:36 a.m., Staff E, Maintenance Director when asked where the 2nd floor water temperatures were recorded for the 10/22/24 and 11/15/24 time period, stated he had given the log to Staff G, Maintenance staff that worked on the weekend to complete. He stated the temperatures he recorded on the form was after the water had ran for 10 to 15 minutes because that is what he had to do to get the temperature as hot as it would get. Staff E stated the water temperatures had been an issue since he started working there in January [2024]. Staff E stated he had consulted with the corporation about service providers and when there are water temperature issues at the facility it is more of an immediate need and difficult to get providers at the time to address the issue.</p> <p>During an interview on 11/26/24 at 6:56 a.m., Staff I, CNA, stated the hot water/shower temperatures had been a problem for a while. She stated there had been different companies there to try to fix it but the water temperatures continued to be low. Staff I stated the best time to shower a resident with the best chance for warmer water was right before breakfast She stated you have to keep the sink on when you give the shower, has been in the middle of a shower when the water temperature drops, it could be 15 minutes before the water temperature gets high enough to resume the shower so you have to cover the resident and wait for the water temperature to go back up, there wasn't anything else you could do.</p> <p>On 11/26/24, the State Agency, with the Director of Nursing present obtained the following water temperatures from the shower on the 1st floor west shower after the sink and shower faucets turned to the highest hot water setting, while running at the same time:</p> <ul style="list-style-type: none"> <li>a. 7:10 a.m. 56.5 F</li> <li>b. 7:14 a.m. 76.1 F</li> <li>c. 7:16 a.m. 75.4 F</li> <li>d. 7:17 a.m. 83.4 F</li> <li>e. 7:19 a.m. 81.7 F</li> <li>f. 7:21 a.m. 78.4 F</li> </ul> <p>(continued on next page)</p>		

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>g. 7:24 a.m. 96.0 F</p> <p>h. 7:27 a.m. 97.2 F</p> <p>i. 7:29 a.m. 96.1 F</p> <p>j. 7:30 a.m. 92.2 F</p> <p>The hot water in the Therapy Room (located near the 1st floor central shower room) on 11/26/24 at 7:35 a.m. revealed hot water at the sink at 117.9 F within 1 minute of turning the faucet on, the water as high as 119.0, and fluctuated between 116.3 F and 119.0 F without loss of hot water temperature.</p> <p>During an observation on 11/26/24 at 7:40 a.m., the 1st floor central shower room steamy upon entrance, had a shower temperature measurement of 117.2 F.</p> <p>During an interview on 11/26/24 at 7:04 a.m., Staff G, Housekeeping and Maintenance, stated he has never taken a water temperature at the facility. Staff G stated he had not been instructed to take water temperatures, and did know about the water temperature logs.</p>

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<p>F 0658</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure services provided by the nursing facility meet professional standards of quality.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45775</b></p> <p>Based on observations, clinical record review, resident and staff interviews, the facility failed to follow physician orders for wound care and positioning for 1 of 3 resident records reviewed for wound care (Resident #2). The facility reported a census of 66 residents.</p> <p>Findings include:</p> <p>The Minimum Data Set (MDS) Assessment tool dated 9/20/24, revealed Resident #2 diagnoses listed included osteomyelitis (infection of the bone) of the vertebra, sacral and sacrococcygeal region, hypertension (high blood pressure), peripheral vascular disease (restricted blood flow), paraplegia (paralysis of the lower body), and hemiplegia (paralysis of one side of the body). Resident #2's Brief Interview for Mental Status score of 15 out of 15 indicated intact cognition. The MDS assessed the resident dependent on staff to roll left and right, and for a chair/bed-to-chair transfer. The MDS indicated the resident at risk for developing pressure ulcers. The MDS identified Resident #2 with two Stage 4 pressure ulcers.</p> <p>A review of the electronic health record Medical Diagnosis list indicated Resident #2 diagnosed with:</p> <ol style="list-style-type: none"> <li>a. Pressure ulcer of left lower back, Stage 4 on 3/22/23.</li> <li>b. Pressure ulcer of sacral region, Stage 4 on 3/22/23.</li> </ol> <p>The Care Plan, date initiated 7/22/24, included a Focus area to address SKIN: At risk for alteration in skin integrity related to impaired mobility, pvd (peripheral vascular disease), refusal of repositioning. Non-compliance with preventative measures, dry skin, hld (high cholesterol), vit([NAME]) d deficiency, h/o (history of) cachexia (condition that causes loss of muscle and fat mass); healing prognosis is poor, h/o and risk of malnutrition, anemia, edema. Interventions included, in part; Administer treatment per physician orders, date initiated 1/11/24.</p> <p>A Wound Care Progress Note dated 11/12/24, Plan directed, in part;</p> <ol style="list-style-type: none"> <li>a. Limit time in chair to 1 hour (or less as tolerated by patient), and reposition every 30 minutes while in chair.</li> <li>b. Use betadine to the peri wound (skin around the wound), gentamicin ointment, silver alginate covering with gauze and tape to the sacrum and left ischium ulcers changing twice daily and as needed with the assistance of facility nurses. Topical lidocaine 4% to aid in pain relief twice daily and as needed with dressing changes. Saline or wound cleanser of choice with dressing changes. Continue dressing orders until next office visit.</li> </ol> <p>(continued on next page)</p>		

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<p>F 0658</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>A review of Physician Orders in the resident's electronic health record revealed an order transcribed 11/21/24 by Staff A, Registered Nurse (RN) and the facility's Wound Nurse, directed staff to apply Gentamicin Sulfate 0.1 percent ointment to the left ischium wound topically twice daily. Apply Betadine to peri wound, apply Gentamicin ointment to wound bed, cover with alginate, cover with gauze, secure with tape and apply to left ischium topically as needed for wound care if loose or soiled.</p> <p>The November, 2024 Treatment Administration Record (TAR) revealed the resident had no documented wound care of the left ischial pressure ulcer from 11/13/24 through 11/20/24 (7 days without treatment), and the physician directive to limit the resident's time up in chair to 1 hour or less at a time was not listed in the treatment orders.</p> <p>When reviewed on 11/25/24, the resident's Kardex (a brand name for an informational system that is used as a quick reference for nursing staff) directed staff to Encourage resident to minimize time up in wheelchair. Wound clinic recommends no longer than 2 hours 3 times a day.</p> <p>During an observation on 11/20/24 at 12:57 p.m., Resident #2 in bed, with the door to the room open. The door to the room closed at 1:10 p.m. Staff C, Certified Nursing Assistant (CNA) opened the door at 1:14 p.m., and Resident #2 seated in his wheelchair.</p> <p>During an interview on 11/20/24 at 1:44 p.m., Resident #2 while in his wheelchair, stated he was supposed to go to bed, and was not to be up for more than 30 minutes. He stated he could not access his call light from his current position. The call light was activated, and Staff D, CNA responded at 1:47 p.m. Staff D stated she was unaware the resident had a restriction on how long he could be up in his wheelchair, her coworker Staff C, CNA, was currently on break and she would return with Staff C when she was back from break to lay the resident down. At 2:05 p.m., the resident remained seated in his wheelchair in his room, Staff D in the hall near the Nurse's Station and stated they (Staff D and Staff C) had just completed care on another resident and would lay Resident #2 down next.</p> <p>During an interview on 11/20/24 at 1:22 p.m., Staff A, RN, and facility Wound Nurse, stated Resident #2's current physician orders for the left ischial wound was to apply Betadine to the peri wound, Gentamicin ointment to the wound bed, followed by a calcium alginate wafer, covered with a 4 inch by 4-inch gauze dressing secured with tape, or a border gauze dressing, applied twice daily. Staff A stated the physician's recommendation was the resident was not to be up in a chair for more than 2 hours at a time. Staff A stated either she or the nursing staff on duty normally transcribed the Wound Center's physician orders upon the resident's return from the appointment, and as the facility Wound Nurse, she reviewed the Wound Center physician progress notes and assessed and measured resident wounds at least weekly.</p> <p>During an interview on 11/25/24 at 11:06 a.m., Staff A stated she realized the 11/12/24 physician orders for the left ischial wound care had not been transcribed when she was interviewed on 11/20/24, and entered the physician orders in the computer at that time.</p>		

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<p>F 0908</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Keep all essential equipment working safely.</p> <p>26529</p> <p>Based on observations, maintenance record review, and resident and staff interviews the facility failed to maintain essential equipment in acceptable operating condition to maintain water temperatures in resident showers between 110 degrees Fahrenheit (F) and 120 degrees F as required. The facility reported a census of 66 residents.</p> <p>Findings include:</p> <p>During interview on 11/19/24 at 2:40 p.m., the Administrator stated on 11/12/24 a resident informed her the shower water temperatures were not hot enough on 11/12/24. She stated she contacted local plumbing company A at that time for service. She stated the repair company was on site the same day. The plumber identified the central shower on the 2nd floor required a new cartridge. The cartridge was replaced on 11/15/24. The Administrator stated maintenance staff monitored water temperatures. She stated the facility had 1 boiler and 2 water heaters in use.</p> <p>During an interview on 11/20/24 at 11:34 a.m., Staff F, Licensed Practical Nurse (LPN) stated the facility had warm water today so they were able to do a few showers.</p> <p>During an interview on 11/20/24 at 11:56 a.m., the Administrator stated after she spoke to the Maintenance staff, she had been told to get the water temperature up on the 2nd floor, west shower room both the sink and the shower had to be ran at the same time.</p> <p>During an observation on 11/20/24 at 12:04 p.m., Staff E, Maintenance Director and the Administrator took water temperatures on the 2nd floor, west shower room. While running the sink and shower at the hottest possible setting the first temperature taken measured at 89 F, then 93 F, then 97.9 F, then back down to 94.1 F within a 2-minute time period. Staff E stated because it was upstairs you had to leave the water run for a while to get the temperature up.</p> <p>A review of the facility's water temperature log completed by Staff E, Maintenance Director, revealed recorded temperatures for the 1st floor showers recorded on 10/22/24, 10/29/24, 11/5/24 and 11/15/24 revealed a temperature range of 110 F to 115 F. Water temperatures for the 2nd floor showers were not recorded in the log.</p> <p>During an interview on 11/21/24 at 10:36 a.m., Staff E stated the water temperatures had been an issue since he started working there in January [2024]. Staff E stated he had consulted with the corporation about service providers and when there are water temperature issues at the facility it is more of an immediate need and difficult to get providers at the time to address the issue.</p> <p>During an interview on 11/21/24 at 11:20 a.m., the Administrator stated local plumbing company A had returned to assess the hot water at the facility. She stated the facility is getting estimates on a new boiler a few weeks ago as a local plumbing company B informed her the boiler leaked and required replacement.</p> <p>(continued on next page)</p>		

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<p>F 0908</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>The hot water in the Therapy Room (located near the 1st floor central shower room) on 11/26/24 at 7:35 a.m. revealed hot water at the sink at 117.9 F within 1 minute of turning the faucet on, the water as high as 119.0, and fluctuated between 116.3 F and 119.0 F without loss of hot water temperature.</p> <p>During an interview on 11/21/24 at 10:02 a.m., Staff H, Certified Nursing Assistant (CNA), stated the hot water had to run for 10 to 15 minutes to get it warm enough for resident showers, the sink water had to be running at the same time to help get the temperature up. Staff H stated when she worked on the evening shift they couldn't do showers after supper because when the dishwasher ran it took all the hot water.</p> <p>During an interview on 11/21/24 at 9:50 a.m., Resident #7 (BIMS OF 15 out of 15, intact cognition) stated they have to run the water for a while to get it warm enough. He explained they can't have showers when the dishwasher is running. He stated the water has cooled down during his shower a couple of times, that wasn't comfortable and he hoped they could fix the problem.</p> <p>On 11/26/24, the State Agency, with the Director of Nursing present obtained the following water temperatures from the shower on the 1st floor west shower after the sink and shower faucets turned to the highest hot water setting, while running at the same time:</p> <ul style="list-style-type: none"> <li>a. 7:10 a.m. 56.5 F</li> <li>b. 7:14 a.m. 76.1 F</li> <li>c. 7:16 a.m. 75.4 F</li> <li>d. 7:17 a.m. 83.4 F</li> <li>e. 7:19 a.m. 81.7 F</li> <li>f. 7:21 a.m. 78.4 F</li> <li>g. 7:24 a.m. 96.0 F</li> <li>h. 7:27 a.m. 97.2 F</li> <li>i. 7:29 a.m. 96.1 F</li> <li>j. 7:30 a.m. 92.2 F</li> </ul> <p>During an interview on 11/26/27 at 1:00 p.m., the Administrator stated local plumbing company B is scheduled to return to further diagnosis the issue with maintaining hot water temperatures on the 2nd floor.</p>		