

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 165217	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/25/2024
NAME OF PROVIDER OR SUPPLIER Caring Acres Nursing and Rehab Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1000 Hillcrest Drive Anita, IA 50020	

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 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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 47673</p> <p>Based on clinical document review, electronic health records (EHR), observation, staff interviews, and policy review the facility failed to follow physician orders (Resident #2), failed to direct the implementation of physician orders and failed to administer medications as ordered by not transcribing orders for 2 of 2 residents (Resident #2 and #4) reviewed. The facility reported a census of 28 residents.</p> <p>Findings include:</p> <p>1. The Minimum Data Set (MDS) assessment dated [DATE] documented Resident #2 had a Brief Interview for Mental Status (BIMS) score of 4 indicating severe cognitive impairment.</p> <p>Review of the EHR for Resident #2, the Medication Administration Records (MAR) for the month of June 2024 documented an order for Lidocaine external cream 5% applied to right lower extremity lateral calf topically daily 30 minutes prior to wound care.</p> <p>On 6/25/24 at 6:13 AM an observation revealed Staff E, Registered Nurse (RN) / Assistant Director of Nursing (ADON) obtained supplies for wound treatment, completed hand hygiene, applied gloves, applied a gown, then knocked on Resident #2's door. Staff E then removed the dressing from Resident #2's right lower leg. Staff E removed gloves, completed hand hygiene, and applied new gloves. Staff E utilized normal saline and removed the rest of the dressing. Staff E utilized wound wash to cleanse the wound bed. Staff E removed gloves, completed hand hygiene, and applied new gloves. Staff E applied liquid skin prep to the area. Staff E applied calcium alginate, applied ABD dressing, and wrapped with gauze wrap. Staff E applied tape to gauze with date and signed. Staff E removed the gown, removed gloves, and completed hand hygiene. Staff E gathered laundry, gathered trash, and exited the room. No Lidocaine cream applied prior to dressing change.</p> <p>On 6/25/24 at 6:48 AM Staff E RN / ADON stated Lidocaine was not applied as ordered prior to the dressing change. Staff E stated Resident #2 used to take medication prior to dressing change but was currently on a patch for pain. Staff E stated Lidocaine external cream was scheduled at 6 am. Staff E stated the Lidocaine should have been applied 30 minutes prior to dressing change per the physician's order.</p> <p>On 6/25/24 at 9:40 AM the Director of Nursing (DON) stated in this situation she would like to have seen Lidocaine applied 30 minutes prior per the order to prevent any increased pain related to the dressing change.</p> <p>(continued on next page)</p>

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

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0658</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of policy titled, Medication Administration dated 2024 documented the staff review MAR/EHR to identify medication to be administered per order and will ensure that the six rights of medication administration are followed:</p> <p>Right resident,</p> <p>Right drug,</p> <p>Right dosage,</p> <p>Right route,</p> <p>Right time, and</p> <p>Right documentation.</p> <p>2. Review of the document titled, After Visit Summary dated 5/21/24 for Resident #2 documented special considerations: patient has new onset of atrial fibrillation, monitor for tachycardia. Call if the heart rate is sustained above 120. Call if there is a gain of 2 lbs or more over night or 5 lbs or more in a week.</p> <p>Review of Resident #2's June MAR documented no order for physician notification of gain of 2 lbs or more overnight or 5 lbs or more in a week.</p> <p>Review of Resident #2's current Care Plan documented no goal or intervention for physician notification of gain of 2 lbs or more overnight or 5 lbs or more in a week.</p> <p>3. The MDS assessment dated [DATE] documented Resident #4 had a BIMS score of 15 indicating no cognitive impairment.</p> <p>Review of the document titled, Discharge Documents dated 3/22/24 for Resident #4 documented an order for potassium chloride 10 mEq oral tablet to be given daily, labeled as changed.</p> <p>Review of the EHR revealed Resident #4 entered the facility on 3/22/24.</p> <p>Review of Resident #4's MARs for the months of March and April revealed no order for potassium chloride.</p> <p>Review of Resident #4's EHR titled, Progress Notes dated 5/19/24 documented the DON was contacted to update that during monthly medication change over, it was identified that residents admission orders had an order for potassium chloride 10 Meq ER that was not transcribed to EMAR. Provider (PCP) notified, resident aware, and pharmacy aware. Awaiting return fax from PCP for further orders.</p> <p>(continued on next page)</p>		

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<p>F 0835</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Administer the facility in a manner that enables it to use its resources effectively and efficiently.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 47673</p> <p>Based on observations, vendor interviews, staff interviews, and facility document review the facility failed to use its resources effectively and efficiently to attain or maintain the highest practicable physical, mental and psychosocial well-being of each resident by maintaining a status of non-payment with several local vendors. The facility reported a census of 28 residents.</p> <p>Findings include:</p> <p>On 6/24/24 at 11:00 AM Staff A, Certified Nursing Assistant (CNA) stated the garbage has piled up for longer than a week. Staff A stated the excessive garbage is to the point it has to be piled outside the dumpster and it has happened twice now since she has worked at the facility. Staff A stated the garbage was not picked up for a little over 2 weeks both times. Staff A stated the Administrator told her when concern was expressed that the corporation did not pay the garbage bill. Staff A stated the facility had an unpaid bill to the transportation provider as well. Staff A stated residents had missed appointments related to the non-payment to the transportation provider. Staff A stated Resident #2 had missed an appointment related to non-payment to the transportation provider.</p> <p>On 6/24/24 at 11:21 AM Staff B stated the facility had been behind on garbage pick up. Staff B stated the last time the garbage was picked up was 2 weeks ago and it had been picked up 2 weeks prior to that. Staff B stated she spoke to the Administrator and he said he reached out to the corporate office. Staff B stated waste services were not being provided because of non-payment. Staff B stated there was also a concern with transportation related to non-payment. Staff B stated residents had missed appointments because of non-payment of transportation. Staff B stated Resident #2 had missed an appointment related to non-payment of transportation. Staff B stated a vendor called last week about non-payment and would not be bringing the water softener.</p> <p>An observation on 6/24/24 at 11:45 AM of a trash dumpster outside of the facility revealed that it was completely full and staff would not be able to put another garbage bag in the dumpster.</p> <p>On 6/24/24 at 2:00 PM Staff C, Maintenance Director / Supervisor stated the corporation has a new Chief Financial Officer (CFO). Staff C stated the CFO was addressing the past due amounts. Staff C stated the supply center downtown was in non-payment status. Staff C stated his boss at the corporate level was horrible at getting back via email. Staff C stated he had difficulties getting an email back about call light cord replacement. Staff C stated they had repaired a few. Staff C stated the bill had not been paid and he had to find an alternative source. Staff C stated that the waste service bill was also past due and not being picked up. Staff C stated the bottled water and water softener supplier was also in non-payment status and had called and said they would not be delivering the water softener to the facility until they were paid. Staff C stated that one of the transport companies will allow the facility to use them related to non-payment this year. Staff C stated the dumpster is full right now. Staff C stated waste management would usually come about twice a week. Staff C stated the bill was not being paid and that was why the dumpster was overflowing.</p> <p>(continued on next page)</p>		

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<p>F 0835</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 6/24/24 at 1:30 PM Staff D, CNA / Social Services Designee stated she was training to work in the business office position but the Administrator has not had time to train so he is currently covering the business office needs for the facility. Staff D stated the corporation sends the check and pays all the bills. Staff D stated that the corporation is late frequently on paying the bill. Staff D stated the facility was currently in non-payment status with transportation and garbage. Staff D stated when the corporation was notified transportation was not paid the corporation stated a check had been sent. Staff D stated last week the garbage was not picked up due to non-payment. Staff D stated Resident #2 was not picked up for an appointment last Monday 6/17/24 because of non-payment to the transportation company. Staff D stated that was the first time she could recall a missed appointment related to non-payment.</p> <p>On 6/24/24 at 2:40 PM the Director of Nursing (DON) stated the transportation bill is not currently in non-payment status. The DON stated the Administrator and herself were informed by the corporation the check was sent out. The DON stated the transportation company stated they had not received the check as of 6/20/24. The DON stated the staff have voiced concerns about the trash as well. The DON stated as of recently the trash had been an issue. The DON stated the Administrator and herself have spoken with corporate about the non-payment to the waste management company as well. The DON stated the transportation had been a concern for about 2 weeks that she was aware of. The DON stated residents have missed appointments related to the non-payment of transportation.</p> <p>An observation on 6/25/24 at 6:00 AM of a trash dumpster outside of the facility revealed that it was completely full with 6 large bags of trash on top of the dumpster.</p> <p>On 6/25/24 at 6:48 AM Staff E, Registered Nurse (RN) / Assistant Director of Nursing (ADON) stated the facility gets phone calls about every day related to non-payment to vendors. Staff E stated pest control, waste removal company, staffing agencies, transportation company, and office supplier are some of the vendors the facility is currently in non-payment status with. Staff E stated the bottled water supplier called last week and told the social worker they would not be delivering anymore salt until paid. Staff E stated in the last month the garbage has maybe been emptied twice. Staff E acknowledged the dumpster was currently overflowing with garbage bags. Staff E stated non-payment of transportation has caused residents to miss appointments. Staff E stated Resident #2 missed her cardiac follow up to clear for her wound ablation that would help with the wound healing. Staff E stated the Administrator is aware of the concern with transportation.</p> <p>(continued on next page)</p>		

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<p>F 0835</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 6/25/24 at 8:45 AM the Administrator stated he was aware of some outstanding balances and was working on a better system to get the local vendors paid faster. The Administrator stated the facility currently had outstanding balances with waste removal, pest control company, bottled water supplier, lift sheet company, and transportation company. The Administrator stated the facility's home office stated the check was sent on 6/13/24 to the transportation company. The Administrator stated that the transportation company was electronically paid yesterday. The Administrator stated the waste removal company was sent a check on 6/13/24. The Administrator stated the corporation tried to pay the waste removal company yesterday electronically but no one answered the phone. The Administrator acknowledged the garbage was not being picked up related to non-payment. The Administrator stated the garbage was usually picked up once a week. The Administrator stated the trash in the dumpster was as bad as he has ever seen it. The Administrator stated the non-payment is a frustration. The Administrator stated the facility went from a 3rd party paying all the bills to the home office paying all the bills. The Administrator stated the home office may have been overwhelmed at times. The Administrator stated he was aware that Resident #2 missed an appointment related to non-payment to the transportation company. The Administrator stated the home office was aware of the non-payment status for all the vendors. The Administrator stated the facility's expectation was that bills would be paid to vendors on time and would not be in non-payment status.</p> <p>On 6/25/24 at 8:10 AM the facility's bottled water supplier customer service employee stated the facility has an outstanding balance of \$1575.81. The facility's bottled water supplier customer service employee stated they had not received a payment from the facility since December of 2023. The facility's bottled water supplier customer service employee stated that they had been in contact with the facility and spoke with Staff C 4 or 5 times. The facility's bottled water supplier customer service employee stated the company was about to suspend service if there is no payment received by July 8th. The facility's bottled water supplier customer service employee stated on 6/11/24 spoke with Staff D. The facility's bottled water supplier customer service employee stated they called on 4/16/24 and 3/15/24 and left a message with the Administrator. The facility's bottled water supplier customer service employee stated the facility had not given any reason for non-payment.</p> <p>On 6/25/24 at 8:26 AM the bookkeeper at the facility's supply center stated once the balance was over \$1000.00 an invoice was sent twice a month. The bookkeeper at the facility's supply center had called the facility a couple months ago. The bookkeeper at the facility's supply center stated she spoke to the Administrator about the current bill. She stated the facility's current bill is \$1084.14. She stated the account was not suspended; the last purchase was 6/19/24. The bookkeeper at the facility supply center stated the last payment from the facility was 1/8/24.</p> <p>On 6/25/24 at 12:30 PM the owner of the waste disposal company stated he last picked up garbage on 6/16/24 from the facility. The owner of the waste disposal company stated the only way he feels he will be paid is by no longer picking the garbage up. The owner stated the current balance for the facility was \$3830.00. The owner of the waste disposal company stated the bill reflects the balance since December 2023 until current. The owner stated on 6/16/24 there were about 25 garbage bags outside of the dumpster. The owner of the waste disposal company stated he had not picked up the garbage that month until then. He stated the only reason he picked up the garbage that day was because it was fathers day weekend and he did not want families arriving at the facility with garbage piled up. The owner of the waste disposal company stated he remained unpaid at this time.</p> <p>(continued on next page)</p>		

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<p>F 0835</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of document titled, Facility assessment dated [DATE] documented the Facility is a small rural facility and utilizes full-time, part-time, prn, and consultant employees to meet our resident's needs. The facility employs one full-time licensed administrator who oversees operations of the organization. The administrator/designee does the filing, invoice reconciliation, banking deposits, processes' payroll in the facility, submits PBJ information, HR functions, monitoring of compliance, resident trust, and any other duties as needed to assist the facility and residents. The facility contracts with BCG Client Services for accounts receivable, account payable, payroll processing, PBJ, and cost reporting.</p>		