

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 235638	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/24/2020
NAME OF PROVIDER OF SUPPLIER MEDILODGE OF HOLLAND		STREET ADDRESS, CITY, STATE, ZIP 1221 EAST 16TH HOLLAND, MI 49423	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
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F 0550 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</p> <p>Based on interview and record review, the facility failed to respect the rights of one, Resident #1) of three residents reviewed, in a total sample of three, resulting in the resident being fearful and distressed. Findings include: Review of a Face Sheet revealed Resident #1 is a [AGE] year old female originally admitted to the facility on [DATE] with pertinent [DIAGNOSES REDACTED]. Review of the Minimum Data Set ((MDS) dated [DATE] revealed Resident #1 had a Brief Interview for Mental Status (BIMS) indicating she is moderately cognitively impaired and requires extensive assistance of one person for dressing and personal hygiene. Review of a Facility Reported Incident dated 4/1/20 around 7:15 a.m., Resident #1 was in her room when a male Certified Nursing Assistant (CNA) C was providing morning care for her. Resident #1 started yelling at CNA C and began hitting him with her hands. The facility summary revealed the resident was confused as to who the caregiver was and thought he was kitchen staff and that caused her to be fearful resulting in her yelling and hitting CNA C. Review of an investigations statement written of an interview with Resident #1 by the Nursing Home Administrator (NHA) on 4/1/20 at 8:00 a.m. revealed: . Resident #1 told him that she turned on her call light to get ready for the day, and that a young man answered the call, introduced himself and began to get things ready and the room. I.E. gloves, brief, washcloths. He then approached her while she was lying in the bed and began to provide morning cares and changed her brief. She then stated that the man went to the closet to get her clothing together but was having trouble finding things, this made her believe that he was in fact not a CENA (Certified Nursing Assistant) but was from the kitchen. When the Administrator asked her why she thought he was from the kitchen, she replied, that's what the girls told me. She proceeded to tell (NHA) that when he finally found her clothing, he started to change her clothes and this is when she became afraid due to the fact that she believed he was a kitchen worker and started yelling and hitting him at one point she said she grabbed his and told him get the hell away from me'. When he did not get away from her, she began yelling loudly for help and this is when the nurses came in and made the man leave. When the Administrator asked (Resident #1) if the man had hurt her, she replied, no. When asked what happened to her wrist/hand, she stated that's the hand that I hit him with, and my wrist was twisted when he rolled me onto my side Review of a written Statement by Registered Nurse (RN) L revealed: Around 0710 (7:10 a.m.) I heard screaming coming from (Resident #1's) room. At first I thought she's getting dressed and didn't want to, but I never heard her scream like that before. I was down to her room to listen by the door and I heard (CNA C) telling her softly, its ok, I gotta change you. She persisted in yelling I'm [AGE] years old, I can't move like that Stop it! You're hurting me! I walked in the room and found (CNA C) rinsing out a rag and trying to wash her up. She had tears running down her face in total distress. (CNA C) never turned around to look at me. He said I'm trying to wash her up. . We assessed her and found her to have a bruise on top of right hand with hematoma and her right wrist had petechiae (small red area). . She said she was scared and didn't want him back in her room. . (sic) Review of a Quality Assessment & Assurance Investigation Report dated 4/1/20 for Resident #1 revealed: Res (Resident #1) stated that a male came into room, put her in bed and she did not know who he was. This scared her and she attempted to hit him. Noted 2X2 bruise to inner wrist/top of wrist and outer wrist 2.5 X 1.0. Stated she hit him causing bruising. Swelling to wrist is not abnormal for Res. Res stated she thought male was from kitchen and didn't belong in her room. She hit out at CNA. CENA was new employee and not familiar to Res. He stated Res attempted to hit him and he put hand on wrist with open palm to keep res from hitting him. (sic) In an interview on 6/23/20 at 10:07 a.m., Resident #1 is her room and reported she remembered the incident on 4/1/20 but did not want to talk about it. She reported it was bad but feels safe and staff respect her dignity now. In an interview on 6/23/20 at 10:20 a.m., Certified Nursing Assistant (CNA) D reported Resident #1 had a history of [REDACTED]. When queried about the incident on 4/1/20 with CNA C and Resident #1, CNA D reported she worked that day but did not see anything or hear anything firsthand. CNA D reported she had not seen any poor behaviors from CNA C when it came to patient care or disrespecting their rights, and concluded he was just lazy and at the computer a lot. In an interview on 6/23/20 at 10:37 a.m., Social Worker (SW) F reported she followed up with Resident #1 several times after the incident on 4/1/20 with CNA C. SW F reported Resident #1 told her she hurt her wrist after CNA C turned her and complained of pain on her wrist. SW F reported she had started working at the facility about a month before the incident and is not familiar with Resident #1's history at the time, but reported Resident #1 seemed fine once she knew CNA C was no longer at the facility. SW F reported she hired about the same time as CNA C and were in orientation together. CNA C seemed distracted and not interested during orientation. In an interview on 6/23/20 at 10:52 a.m., Licensed Practical Nurse (LPN) G reported she worked the morning of 4/1/20 when she heard a strange high pitched noise on the unit she was working on and felt it was worth investigating. LPN G reported she walked with another nurse towards Resident #1's room where she stood outside the door and heard Resident #1 stay STOP!. At that time LPN G opened the door and saw CNA C with a wash basin next to him and a washcloth in his hand and continued to assist Resident #1 who she observed laying on her back in bed. LPN G heard Resident #1 say STOP again and LPN G asked CNA C to step out of the room. LPN G reported she finished assisting Resident #1 with her care. During that time, Resident #1 told LPN G that CNA C hurt her wrist and noticed a large bruise on the back side of her hand that was purple with redness surrounding it. LPN G reported that Resident #1 has dementia and can have delusions at times. Resident #1 has been resistive to care in the past and has made statements that are inconsistent. Review of a Care Plan for Resident #1 revealed: The resident prefers female CNA over male if possible. Date initiated 2/25/2020. Review of a Care Plan for Resident #1 initiated 7/17/19 revealed: The resident exhibits behaviors of delusions Explain al procedures to the resident before starting and allow the resident time to adjust. . Family states that one trigger for her behaviors is her things being in the wrong drawers. Drawers have been labeled to ensure accuracy, please place residents' items in the appropriate drawers. . Observe for symptoms of acute physical/psychiatric condition. Reorient/reassure resident as needed. . (sic) Review of a Care Plan for Resident #1 initiated 3/22/18 revealed: Focus: The resident has potential mood problem . Interventions: . Approach in warm, reassuring manner, Provide care in unhurried manner. . Review of the staffing schedule for 4/1/2020 revealed there were 7 female staff who worked from 6:30 a.m. to 2:30 p.m. Review of training information provided to CNA C upon hire during orientation revealed: Resident Rights: . 9. Is treated with consideration, respect, and full recognition of his or her dignity and individuality, including privacy in treatment and in care for his or her personal needs. . Facility Responsibility: . As long as the resident is competent to make decisions, his/her wishes will be followed to the maximum extent possible . (sic) Review of the Orientation/Competency Skills Checklist for new hires revealed a comprehensive 3 page list of required competencies and skill sets including a Kardex Review (shortened version of the Care Plan), follow Nursing Policies and Procedures, ensure notes that care plan is being followed, treat all residents with dignity and respect, among many other competencies that included hands on demonstration. New hire competencies need validated prior to caring for residents independently. Upon request of CNA C's checklist, the NHA, and</p>		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER
REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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.

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F 0550 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>(continued... from page 1) Regional Consultant (RC) A could not provide a completed skills checklist for CNA C upon exit of this survey that proved he could care for residents independently. Review of a Personal Action Request (PAR) for CNA C revealed the last day he worked is 4/1/20.</p>		
F 0656 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review, the facility failed to implement a care plan for 1 (Resident #1) of 3 residents reviewed, in a total sample of 3, resulting in the resident receiving care from a male resident when she preferred a female, that caused her distress. Findings include: Review of a Face Sheet revealed Resident #1 is a [AGE] year old female originally admitted to the facility on [DATE] with pertinent [DIAGNOSES REDACTED]. Review of the Minimum Data Set ((MDS) dated [DATE] revealed Resident #1 had a Brief Interview for Mental Status (BIMS) indicating she is moderately cognitively impaired and requires extensive assistance of one person for dressing and personal hygiene. 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LPN G reported she walked with another nurse towards Resident #1's room where she stood outside the door and heard Resident #1 stay STOP!. At that time LPN G opened the door and saw CNA C with a wash basin next to him and a washcloth in his hand and continued to assist Resident #1 who was observed laying on her back in bed. LPN G heard Resident #1 say STOP again and LPN G asked CNA C to step out of the room. LPN G reported she finished assisting Resident #1 with her care. During that time, Resident #1 told LPN G that CNA C hurt her wrist and noticed a large bruise on the back side of her hand that was purple with redness surrounding it. LPN G reported that Resident #1 has dementia and can have delusions at times. Resident #1 has been resistive to care in the past and has made statements that are inconsistent. Review of a written Statement by Registered Nurse (RN) L revealed: Around 0710 (7:10 a.m.) I heard screaming coming from (Resident #1's) room. 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F 0726 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Ensure that nurses and nurse aides have the appropriate competencies to care for every resident in a way that maximizes each resident's well being. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review, the facility failed to ensure the initial New Hire competency for one Certified Nursing Assistant (CNA) of three CNAs reviewed for competencies prior to working independently with residents, resulting in no evaluation of resident care in the employee record, and resulted in one resident (Resident #1) to be fearful and not have her rights respected. Findings include: Review of a Face Sheet revealed Resident #1 is a [AGE] year old female originally admitted to the facility on [DATE] with pertinent [DIAGNOSES REDACTED]. Review of the Minimum Data Set ((MDS) dated [DATE] revealed Resident #1 had a Brief Interview for Mental Status (BIMS) indicating she is moderately cognitively impaired and requires extensive assistance of one person for dressing and personal hygiene. Review of a Facility Reported Incident dated 4/1/20 around 7:15 a.m., Resident #1 was in her room when a male Certified Nursing Assistant (CNA) C was providing morning care for her. Resident #1 started yelling at CNA C and began hitting him with her hands. The facility summary revealed the resident was confused as to who the caregiver was and thought he was kitchen staff and that caused her to be fearful resulting in her yelling and hitting CNA C. Review of a written investigations statement of an interview with Resident #1 by the Nursing Home Administrator (NHA) on 4/1/20 at 8:00 a.m. revealed: . Resident #1 told him that she turned on her call light to get ready for the day, and that a young man answered the call, introduced himself and began to get things ready and the room. I.E. gloves, brief, washcloths. He then approached her while she was lying in the bed and began to provide morning cares and changed her brief. She then stated that the man went to the closet to get her clothing together but was having trouble finding things, this made her believe that he was in fact not a CENA (Certified Nursing Assistant) but was from the kitchen. When the Administrator asked her why she thought he was from the kitchen, she replied, that's what the girls told me. She proceeded to (NHA) that when he finally found her clothing, he started to change her clothes and this is when she became afraid due to the fact that she believed he was a kitchen worker and started yelling and hitting him at one point she said she grabbed his and told him get the hell away from me! When he did not get away from her, she began yelling loudly for help and this is when the nurses came in and made the man leave. When the Administrator asked (Resident #1) if the man had hurt her, she replied, no. When asked what happened to her wrist/hand, she stated that's the hand that I hit him with, and my wrist was twisted when he rolled me onto my side Review of a Quality Assessment & Assurance Investigation Report dated 4/1/20 for Resident #1 revealed: Res (Resident #1) stated that a male came into room, put her in bed and she did not know who he was. This scared her and she attempted to hit him. Noted 2X2 bruise to inner wrist/top of wrist and outer wrist 2.5 X 1.0. Stated she hit him causing bruising. Swelling to wrist is not abnormal for Res. Res stated she thought male was from kitchen and didn't belong in her room. She hit out at CNA. CENA was new employee and not familiar to Res. He stated Res attempted to hit him and he put hand on wrist with open palm to keep res from hitting him. (sic) Review of a written Statement by Registered Nurse (RN) L revealed: Around 0710 (7:10 a.m.) I heard screaming coming from (Resident #1's) room. At first I thought she's getting dressed and didn't want to, but I never heard her scream like that before. I was down to her room to listen by the door and I heard (CNA C) telling her softly, its ok, I gotta change you. She persisted in yelling I'm [AGE] years old, I can't move like that Stop it! You're hurting me! I walked in the room and found (CNA C) rinsing out a rag and trying to wash her up. She had tears running down her face in total distress. (CNA C) never turned around to look at me. He said I'm trying to wash her up. . We assessed her and found her to have a bruise on top of right hand with hematoma and her right wrist had petechiae (small red area). . She said she was scared and didn't want him back in her room. . (sic) In an interview on 6/23/20 at 10:07 a.m., Resident #1 is her room and reported she remembered the incident on 4/1/20 but did not want to talk about it. She reported it was bad but feels safe and staff respect her dignity now. In an interview on 6/23/20 at 10:20 a.m., Certified Nursing Assistant (CNA) D</p>		

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