

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 07/10/2013  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>146059</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>03/14/2013</b>
NAME OF PROVIDER OR SUPPLIER  <b>HERITAGE HEALTH-JACKSONVILLE</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>873 GROVE STREET</b> <b>JACKSONVILLE, IL 62650</b>		
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F9999	<p><b>FINAL OBSERVATIONS</b></p> <p>Licensure Violations</p> <p>300.610a)c)2 300.1010i 300.1210b 300.3240a</p> <p>300.610 Resident Care Policies</p> <p>a) The facility shall have written policies and procedures, governing all services provided by the facility which shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee and representatives of nursing and other services in the facility. These policies shall be in compliance with the Act and all rules promulgated thereunder. These written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, as evidenced by written, signed and dated minutes of such a meeting.</p> <p>c) These written policies shall include, at a minimum the following provisions:</p> <p>2) Resident care services including physician services, emergency services, personal care and nursing services, restorative services, activity services, pharmaceutical services, dietary services, social services, clinical records, dental services, and diagnostic service (including laboratory and x-ray).</p> <p>300.1010 Medical Care Policies</p> <p>i) At the time of an accident or injury, immediate</p>	F9999			

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F9999	<p>Continued From page 11 treatment shall be provided by personnel trained in first aid procedures. 300.1210 General Requirements for Nursing and Personal Care</p> <p>b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive resident care plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident. Restorative measures shall include, at a minimum, the following procedures:</p> <p>300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (A, B) (Section 2-107 of the Act)</p> <p>These requirements are not met as evidenced by: Based on observation, record review and interview, the facility failed to follow their Policy and Procedure for choking by not initiating Cardiopulmonary Resuscitation and/or the Heimlich Maneuver for 1 of 3 residents (R1) reviewed for choking in the sample of 3.</p> <p>Findings include:</p> <p>1. R1's Physician Order Sheet (POS) of August 2012 documents R1 is a 81 year old female with a diagnosis of Alzheimer Disease and joint pain. The POS documents an order for a general diet with regular consistency fluids.</p>	F9999			

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F9999	Continued From page 12  R1's UNIFORM D0-NOT RESUSCITATE (DNR) ORDER FORM documents Do Not Attempt Cardiopulmonary Resuscitation (CPR) (Measures to promote patient comfort and dignity will be provided). This was marked for both Full Cardiopulmonary Arrest (When both breathing and heartbeat stop) and for Pre-Arrest Emergency (When breathing is labored or stopped, and heart is still beating). The DNR was signed by Z5, R1's Power of Attorney/Daughter.  R1's Minimum Data Set (MDS) of 6-22-12 documents R1 required supervision - oversight, encouragement or cueing and setup help only with eating. MDS documents no swallowing disorder.  R1's Care Plan of 6-20-12 shows there is no documentation of chewing or swallowing problems.  R1's MONTHLY SUMMARY of 8/12/12 documents R1 is alert and oriented x 1 and has short term memory loss and memory recall. R1 needs assistance with eating, has a good appetite and is on a general diet.  R1's Nurse's Notes dated 8/24/12 by E4, Licensed Practical Nurse (LPN) documented:  6PM, R1 is in the dining room for evening meal. R1 had a coughing episode with phlegm and large food particles. R1 answered questions when talked to and breathing well. E4 asked E7, Speech Therapist, to stay with R1.	F9999			

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F9999	<p>Continued From page 13</p> <p>6:15PM, Z6's , R1's Physician office was called.</p> <p>6:20PM, Z7, Physician on call for Z6, gave new orders to change diet to pureed and honey thick liquids, place on aspiration precautions, start Augmentin 500 mg tid (three times a day) x 10 days and have Speech Therapy evaluate and treat.</p> <p>6:30PM, R1 continues with coughing episodes with phlegm and large food particles. R1 able to respond to question. R1 stated, "Don't know why I keep coughing can't stop!" R1 reached for a drink and E4 took it away and gave R1 a glass that was honey thick liquids. R1 coughed again phlegm and food particles came out of nasal passage. R1 slumped over in chair. R1 became unresponsive. 911 was called.</p> <p>6:42PM, suction R1 with no food particles or phlegm retrieved.</p> <p>6:45PM, Paramedics arrived at this time. Placed R1 on floor from chair. Paramedics checked airway with Laryngoscope and found nothing in airway.</p> <p>7:00PM, Paramedics hooked R1 to monitor. no respirations, no pulse, no blood pressure.</p> <p>7:20PM, Z5, R1's Power of Attorney/Daughter, was called.</p> <p>8:15PM, R1's remains were released to Z2, coroner.</p> <p>In an interview with Z4, Paramedic, on 3-7-13 at 8:10AM, Z4 stated R1 was sitting in a chair and</p>	F9999			

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F9999	<p>Continued From page 14</p> <p>slumped over when he arrived. Z4 stated they put R1 on the floor. Staff stated they had tried to suction R1. When Z4 arrived, R1 was not breathing and was cyanotic and had no pulse. Z4 stated staff said R1 was a DNR. It's a tough situation. They may think they don't do anything. Heimlich would have been in order and chest compressions. Even if a DNR would have tried Heimlich, abdominal thrusts and if couldn't get results then stop. Not do nothing.</p> <p>In an interview with E5, LPN, on 3-7-13 at 10:45PM, E5 stated R1 was coughing up a large amount of food and phlegm and was talking to them during the coughing. E7, Speech Therapist, said to get a suctioning machine. E5 stated she went to get the suctioning machine in the corner of the Dining Room and there was no tubing or water. E5 went to the Medication Room and found the tubing and water and went back and suctioned R1. E5 stated R1 was still responsive when she started to suction and during suctioning R1 became nonresponsive so she stopped. (This conflicts with E4's Nurses Notes that documented R1 was suctioned after she slumped over in chair.) E5 stated no one did Heimlich once R1 became unresponsive because R1 was a DNR and no one attempted CPR because R1 was a DNR. E5 stated shortly after R1's choking incident, E2, Director of Nursing, gave an inservice that instructed staff to do CPR.</p> <p>In an interview with E7, on 3-6-13 at 11:10AM, E7 confirmed no one did Heimlich or CPR on R1. E7 stated there was a delay in getting suction because all the parts weren't there. E7 stated in hind site they could have called 911 sooner. On 3-8-13 at 2:05PM, E7 stated she could not</p>	F9999			

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F9999	<p>Continued From page 15</p> <p>remember which Nurse started suctioning R1. E7 stated the Nurse started suctioning before R1 became unresponsive and slumped over in her chair.</p> <p>In an interview with E4, LPN, on 3-7-13 at 12:45PM, E4 stated R1 was coughing but still talking. R1 stated she could not stop coughing and then became limp and unresponsive. E5 did the suctioning. E4 stated no one did the Heimlich after R1 became unresponsive. No CPR was done because R1 was a DNR. E2 did an inservice on suctioning, Heimlich and choking 3-4 days after the incident. E4 was told someone needs to do Heimlich if the resident becomes unresponsive. "Someone should have done the Heimlich."</p> <p>In an interview with E9, Certified Nurse Aide (CNA), on 3-6-13 at 1:25PM, E9 stated she did not see anyone do the Heimlich on R1. E9 heard E4 and E5 state this is not going to work and they needed to do something else. E9 asked them if they were going to do CPR and they said no because R1 was a DNR.</p> <p>In an interview with E6, Registered Nurse (RN) on 3-6-13, E6 stated E4 called down stairs because she needed tubing for the suctioning machine. E6 stated when she got up to the second floor, R1 was sitting in the chair and was already gone. E6 stated she did a finger sweep and looked in R1's mouth and nothing was visible. R1 had no heart beat, no pulse. E5 had already called 911 and they arrived within 1 minute of E6 being on the floor and pronounce R1 dead. E6 stated she didn't due Heimlich and didn't know if the other Nurses did or not. E6 stated R1 was already</p>	F9999			

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F9999	<p>Continued From page 16 dead when she got to the floor.</p> <p>In an interview with E3, Assistant Director of Nursing (ADON) on 3-6-13, at 12:57PM, E3 stated the next day E1, Administrator, E2 and E3 met with the staff who were working in the Dining Room when R1 choked. They asked why no one did the Heimlich and staff stated she was still talking and breathing.. E3 stated she was told that E5 did the suctioning. E3 stated after the incident, they put a policy and procedure in place to have Nurses Check the emergency equipment on a daily basis.</p> <p>In an interview with E2, Director of Nursing, on 3-6-13 at 11:20AM, E2 stated she would not have expected staff to do the Heimlich if R1 was still breathing and talking. When asked would she expect the staff to do the Heimlich after R1 became unresponsive, E2 stated that would be a Nursing judgement and she wasn't there. On 3/7/13 at 10:00AM, E2 was asked for the facility Policy and Procedure on choking and E2 stated the Surveyor already had it. It's the Policy and Procedure for the Heimlich.</p> <p>The Policy and Procedure for HEIMLICH MANEUVER dated 11-6-09 documents, "OBJECTIVE: 1. To expel food or foreign body lodged in the throat, creating a blockage of the airway.</p> <p>CLINICAL SIGNS: 1. unable to speak or breathe 2. Turning blue 3. Heimlich sign: Hand to neck signals: "I am choking!" 4. Collapses</p>	F9999			

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F9999	<p>Continued From page 17 PROCEDURE:</p> <p>1. If a person is choking on food or a foreign body, act immediately - call 9-1-1." The procedure continues to document the technique for performing the Heimlich.</p> <p>On 3-7-13 at 10AM, E2, stated they have posters on Choking posted in all Dining Rooms and that is part of their policy.</p> <p>The CHOKING poster was observed to be on the Dining Room wall. The Poster documents, "Emergency for choking...If victim can breathe, cough or speak - DO NOT INTERFERE. If victim cannot breathe, cough or speak - Give quick upward thrusts (grip above waist but below ribs)...Repeat thrust steps until effective or until victim becomes UNCONSCIOUS. UNCONSCIOUS VICTIM Clear airway with finger...begin mouth to mouth breathing. Seal victim's mouth with your mouth. Pinch nose closed with thumb and index finger. Five victim 2 slow breaths. Give up to 5 upward abdominal thrusts. Continue ventilation. If victim still has no pulse, perform CPR and call for help."</p> <p>On 3-7-13 the following staff were interviewed concerning procedure of choking resident:</p> <p>1:30PM, E13, LPN, stated if a resident is choking and responding would encourage them to get it up. If the resident became unresponsive would do the Heimlich and call for another Nurse. If the Resident is a DNR would not do CPR. If Resident was a full code would do CPR and call 911.</p>	F9999			



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F9999	<p>Continued From page 18</p> <p>1:35PM, E15, LPN, stated if a resident is choking she would check to see if the resident is breathing, do finger sweep and do Heimlich. If that didn't work would get oxygen and then take vitals. E15 stated she would not do CPR if resident is a DNR.</p> <p>1:40PM, E16, RN, stated if resident has airway let them cough it up. If not do Heimlich and if unresponsive do CPR. If the Resident has a DNR, then do not resuscitate. Call 911. Do not do CPR with a DNR order.</p> <p>1:42PM, E17, CNA, stated if choking resident is non responsive and not a DNR, call for a Nurse and if sitting up get out of the chair and give CPR. If the resident is a DNR you can't do anything. No CPR.</p> <p>1:55PM, E18, LPN, stated she would look in the residents mouth, try to pull item out if not able do Heimlich. If the resident becomes unresponsive try to develop an air way. Do CPR. If the resident has a DNR, would not do CPR but would still try the Heimlich.</p> <p>2:15PM, E2 was asked what she would expect staff to do if a resident is choking. E2 stated to do the Heimlich. E2 was asked what to do if the Heimlich did not work and resident became unresponsive and was a DNR. E2 stated she knew the poster stated abdominal thrust. "Yes I guess CPR and abdominal thrust."</p> <p>Nursing staff inservices from August 2011 to August 2012 show no inservices on Choking. An inservice sheet dated 9-7-12 documents an inservice on Adult/Child Choking. The handout</p>	F9999			

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F9999	<p>Continued From page 19</p> <p>given to staff documents, When a victim is choking and suddenly cannot breathe, talk, or make any sounds, give abdominal thrusts. These thrusts are sometimes called Heimlich maneuver...Give thrust until the object is forced out and he can breathe, cough, or talk or until he stops responding...When the victim stops responding, follow these steps: 1. Yell for help. If someone comes, send that person to phone your emergency response number (or 911) and get the AED (Automated External Defibrillator) if available.</p> <p>2. Lower the victim to the ground, face up....start the steps of CPR...."</p> <p>Interview with Z5, on 3-8-13, at 8:55AM, Z5, stated she felt R1 was neglected. Z5 stated she did not feel a DNR was for choking. It would be when a resident is terminal, had a heart attack or dying of pneumonia. If having a declining condition due to illness don't do heroic measures, machines or tube feeding.</p> <p>It wouldn't be for a choking accident. "Choking is different. I would expect Heimlich and CPR. Should they just sit and watch her. No that's not right. I think it's ridiculous they didn't do Heimlich or CPR. My mother would recognize when I visited. Knew I was her daughter. She was walking. She had a walker. She was in good health other than Arthritis, Alzheimer's and normal aging."</p> <p>R1's CERTIFICATE OF DEATH WORKSHEET dated 8-28-12 documents R1 choked on food. Cause of Death, "Aspiration of food bolus, with food abundantly within the larynx, trachea and into bronchi of proximal lungs."</p>	F9999			

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F9999	Continued From page 20  Based on observation, interview and record review, the facility took the following actions After the event.  1. On 3/8/13 all department managers were educated as to Emergency Care for Choking They will immediately begin to education staff. Inservices for cardiopulmonary resuscitation (CPR) regardless of Do-Not-Resuscitate (DNR) status were completed 3/9/13.  2. On 3/8/13, appropriate policies were sent to corporate Medical Director for review and they were approved.  <p style="text-align: right;">(AA)</p>	F9999		