

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

PRINTED: 01/29/2024
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 435070	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/24/2024
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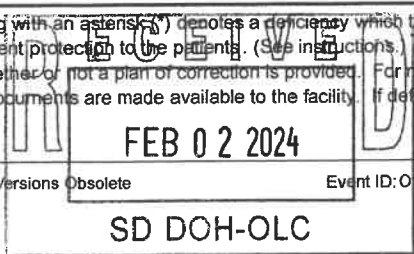
NAME OF PROVIDER OR SUPPLIER avera sister james care center	STREET ADDRESS, CITY, STATE, ZIP CODE 2111 WEST 11TH STREET YANKTON, SD 57078
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F 000	INITIAL COMMENTS A complaint health survey for compliance with 42 CFR Part 483, Subpart B, requirements for Long Term Care facilities was conducted from 1/23/24 through 1/24/24. The areas surveyed were short-staffing and consistent regular resident bathing. Avera Sister James Care Center was found not in compliance with the following requirement: F676	F 000	Facility reviewed the current ADLBathing process. Identified residents bathing schedules were reviewed. All other residents bathing schedules were also reviewed to ensure they were being followed according to facility process. Identified resident's occurrences were in Nov/Dec/Jan therefore, bathing for that time period could not be corrected. Correction was limited to staff education and ongoing bathing process. Facility has developed a standardized bathing worksheet to use across all 5 neighborhoods in order to monitor resident baths are being given on a weekly basis. Resident refusal will be documented in medical record and noted on bathing worksheet. Inservice on bathing process and standardized bathing worksheet was conducted on February 1st. Monitoring and audits of bathing process will be done by RN Houshold Coordinator's weekly times 4 weeks, then monthly times 3 months, then quarterly for 3 quarters. RN Household Coordinator's will report findings to Director of Nursing for compiling results and submitting to QAPI Committee for review and recommendation monthly for 3 months, then quarterly for 3 quarters.	2/15/2024
F 676 SS=E	Activities Daily Living (ADLs)/Mntn Abilities CFR(s): 483.24(a)(1)(b)(1)-(5)(i)-(iii) §483.24(a) Based on the comprehensive assessment of a resident and consistent with the resident's needs and choices, the facility must provide the necessary care and services to ensure that a resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that such diminution was unavoidable. This includes the facility ensuring that: §483.24(a)(1) A resident is given the appropriate treatment and services to maintain or improve his or her ability to carry out the activities of daily living, including those specified in paragraph (b) of this section ... §483.24(b) Activities of daily living. The facility must provide care and services in accordance with paragraph (a) for the following activities of daily living: §483.24(b)(1) Hygiene -bathing, dressing, grooming, and oral care, §483.24(b)(2) Mobility-transfer and ambulation, including walking,	F 676		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Anthony L Erickson	TITLE Vice President - Senior Services	(X6) DATE 02/02/2024
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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 676	<p>Continued From page 1</p> <p>§483.24(b)(3) Elimination-toileting,</p> <p>§483.24(b)(4) Dining-eating, including meals and snacks,</p> <p>§483.24(b)(5) Communication, including (i) Speech, (ii) Language, (iii) Other functional communication systems. This REQUIREMENT is not met as evidenced by: Based on a complaint, record review, observation, and interview, the provider failed to ensure six of eight sampled residents (1, 2, 3, 4, 5, and 6) had received regular scheduled bathing. Findings include:</p> <p>1. Review of the South Dakota online report received on 1/10/24 revealed: *The complainant reported that on Sunday 1/7/24, the overnight shift was short-staffed and they had a concern about the residents safety. *The complainant was concerned that the day shift had also been short-staffed and often residents were not getting their scheduled baths, stating residents are going 8 or 9 days without a bath. *The provider had been short-staffed on and off for a while. *The complainant had addressed her concerns regarding staffing and bathing with the director of nursing but stated nothing has changed. *At the time of the report, the complainant had not thought any resident had a negative outcome from being short-staffed.</p> <p>2. Observation and interview on 1/23/24 at 4:00 p.m. with resident 1 revealed:</p>	F 676		

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F 676	<p>Continued From page 2</p> <p>*He was sitting in his electric wheelchair at the end of the hall.</p> <p>*His hair was matted down.</p> <p>*He stated he is happy with his care.</p> <p>*He indicated that he does not get a bath as often as he would like.</p> <p>*He had not gotten a bath for 15 days.</p> <p>*He stated that it bothered him not to get a bath regularly.</p> <p>*He would have preferred to have a bath at least weekly.</p> <p>Review of resident 1's electronic medical record (EMR) and interview with registered nurse (RN) clinical care coordinator K revealed:</p> <p>*He received baths on the following days:</p> <p>-12/10/23.</p> <p>-12/19/23.</p> <p>-01/01/24.</p> <p>-01/18/24.</p> <p>*The care plan included his personal care that he would need assistance with part of his weekly bath.</p> <p>3. Observation and interview on 1/23/24 at 4:30 p.m. with resident 2 in her room revealed:</p> <p>*She was sitting in her recliner.</p> <p>*She used a walker to get around her room.</p> <p>*She stated it had been a couple of weeks since she had a bath and she was red under her stomach folds.</p> <p>Review of resident 2's EMR and interview with RN clinical care coordinator G revealed:</p> <p>*She received baths on the following days:</p> <p>-12/06/23.</p> <p>-12/18/23.</p> <p>-12/30/23.</p> <p>-01/11/23 no other baths were documented after</p>	F 676		

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F 676	Continued From page 3 this date. 4. Interview on 1/24/24 at 7:49 a.m. with resident life coordinator E revealed: *She had reviewed the staff schedule and stated that there was no bath aide scheduled today but that there would have been more staff coming in later in the morning to assist with bathing. *She stated that they had been short-staffed the last two weeks and that had contributed to the residents not receiving regular bathing. *She stated that staff do their best to ensure residents get their baths. 5. Interview on 1/24/24 at 7:55 a.m. with registered nurse (RN) clinical care coordinator G regarding resident bathing revealed: *A bath schedule was printed every morning. *They attempted to follow the bathing schedule. *A bath aide was not schedule for today. *Staff completed the resident's baths when there was no bath aide. *She had done two resident baths that morning. *The resident life coordinator would also do baths when available. 6. Interview on 1/24/24 at 8:00 a.m. with resident life coordinator H revealed: *She normally would have had a busy schedule with scheduled activities for the residents. *She was a certified nursing assistant (C.N.A.) *She would assist with resident bathing when necessary. *Tried to squeeze in baths between activities. 7. Interview on 1/24/24 at 8:10 a.m. with medication aide F revealed: *The staff used a weekly bathing schedule sheet to determine which resident would need a bath.	F 676		

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F 676	<p>Continued From page 4</p> <p>*The bath schedule sheet had the resident's room numbers listed with some that had been highlighted with a number beside the room number. When asked what those highlighted room numbers meant and the number beside them, she stated that those were the priority showers and the number by the room number meant the number of days it had been since the resident's last bath.</p> <p>*When asked about the residents that had gone more than 10 days, she stated it was due to being short-staffed.</p> <p>*She stated that she would give every resident a bed bath when completing morning care.</p> <p>8. Interview on 1/24/24 at 8:30 a.m. with RN clinical care coordinator D revealed: *Unit supervisors would discuss the resident bathing needs and schedules during the morning huddle. *The staff would identify those residents who had gone the longest without a bath and would make those residents the priority for that day. *She would attempt to schedule the most efficient staff to work as the bath aide to attempt to get more residents' baths completed during the day. *She stated that staffing had been a challenge due to the recent weather and a couple of staff that were out on medical leave. *Residents in the Dakota neighborhood received a bed bath with their morning care. *She had been utilizing a couple of part-time staff to assist with resident baths. They would call mid-morning to see if they were needed and would come in to assist with resident baths.</p> <p>9. Observation and interview on 1/24/24 at 8:45 a.m. with resident 3 in his room revealed: *He was sitting in his wheelchair.</p>	F 676		

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F 676	<p>Continued From page 5</p> <p>*He stated that he had a shower yesterday. *He stated he had gone at least two weeks without a shower before that, the staff that were here did a good job there just was not enough of them.</p> <p>Review of resident 3's EMR and and interview with RN clinical care coordinator G revealed: *He had received showers on the following dates: -12/21/23. -01/04/23. -01/23/24. *His care plan revealedhe would have received bathing every Tuesday.</p> <p>10. Interview on 1/24/24 at 9:00 a.m. with medication aide I regarding the bath schedule revealed: *A bath schedule was available every morning. *They had fallen behind on baths recently. *She stated they try to catch up with the baths for those resident's who had gone the longest time without bathing.</p> <p>11. Interview on 1/24/24 at 9:13 a.m. with licensed practical nurse (LPN) J and RN clinical care coordinator K regarding resident bathing revealed: *They were behind on baths due to a recent snowstorm and some residents with influenza. *The bath assignments were printed and the schedule was in the whirlpool room. *If a bath had been missed the goal was to follow up with a bath the next day.</p> <p>11. Review of the 1/22/24 Dakota Neighborhood Bath Schedule sheet revealed: *Resident 4 had not received a bath in 15 days. *Resident 6 had not received a bath in 13 days. *Resident 5 had not received a bath in 13 days.</p>	F 676		

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F 676	Continued From page 6 12. Review of resident 4's EMR revealed: *The resident received baths on the following dates: -12/21/23 -01/03/24 -01/06/24 -01/22/24 *The care plan indicated that the resident should have received a whirlpool bath weekly and as needed. 13. Review of resident 5's EMR revealed: *The resident had received baths on the following dates: -12/20/23 -01/03/24 -01/10/24 -01/22/24 14. Review of resident 6's EMR revealed: *The resident had received baths on the following dates: -12/20/23 -01/03/24 -01/10/24 (the resident had not received a bath as of the review by the surveyor on 1/24/23). 15. Interview on 1/24/24 at 11:00 a.m. with RN clinical care coordinator D revealed: *When asked about bathing frequency for residents 4, 5, and 6, she stated they should have been receiving baths weekly. *Resident 6 would refuse her baths because she preferred her baths early in the morning. That could not always be accommodated if staff came to work later in the morning to assist with baths. 16. Interview on 1/24/24 at 11:30 a.m. with	F 676			

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F 676	Continued From page 7 director of nursing services (DNS) B and director of quality C revealed: *DNS B stated that the expectation was that residents would have received a bath/shower weekly. Some residents with dementia would have received a bed bath. Bed baths would include washing the resident's faces and peri care (cleaning the private areas) was completed with every resident at bedtime. *She stated that she would have liked to have each neighborhood be consistent with how they were tracking resident baths/showers. *The unit care coordinators for each neighborhood would collaborate daily to ensure bathing was getting completed for each resident. *When asked what the provider was doing currently to solve the issue of bathing, DNS B and director of quality C both stated that they were attempting to hire staff but finding staff was difficult. *They do not currently have a policy regarding bathing preferences and frequency. Bathing preferences and frequency were discussed during the resident's admission conference.	F 676			