STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING	X3) DATE SURVEY COMPLETED
	155173		07/08/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MILLER'S MERRY MANOR	505 N BRADNER AVE MARION, IN 46952

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F 0000 Bldg. 00	This visit was for a Post Survey Revisit (PSR) to the Recertification and State Licensure Survey Completed on May 12, 2016. Survey dates: July 7 and 8, 2016. Facility number: 000089 Provider number: 155173 AIM number: 100287769 Census bed type: SNF: 8 SNF/NF: 89 Total: 97 Census payor type: Medicare: 13 Medicaid: 70 Other: 14 Total: 97 This deficiency reflects state findings cited in accordance with 410 IAC 16.2-3.1.	F 0000		
F 0309 SS=G Bldg. 00	483.25 PROVIDE CARE/SERVICES FOR HIGHEST WELL BEING Each resident must receive and the facility must provide the necessary care and services to attain or maintain the highest			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

Any defiencystatement ending with an asterisk (*) denotes a deficency which the institution may be excused from correcting providing it is determined that other safegaurds 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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	practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care.			
	Based on observation, interview and record review, the facility failed to ensure a resident was properly assessed, monitored and treated for wounds which resulted in pain for 1 of 5 residents reviewed for wounds (Resident #95). Findings include: During an interview with Resident #95 on 7/7/16 at 10:46 A.M., she indicated she had "wounds" to her "bottom" and they hurt so bad that she cried every morning and every night when the staff changed her clothes and assisted her to bed. She further indicated when she sat in her wheelchair she did not have much, if any, pain. Resident #95 also indicated staff was supposed to check her brief every one to two hours to make sure she was dry, but it did not help with the pain. Furthermore, she indicated she asked staff the previous day to be sent to the wound clinic, but the staff was waiting on paperwork. During an observation of peri-care on 7/7/16 at 1:13 P.M., the following observations were made: Certified Nursing Assistant (CNA) #1,	F 0309	**F309 What correctiveaction will be accomplished for those resident found to have been affected bythe deficient practice?** Review of Resident #95 orders, C/P and assessments. Changesmade/interventions updated as indicated. Improvement to areas associated with incontinent associated dermatitis visible. Consulted with Marion General Hospital Wound Nurse on July 19, 2016 to request that she offer advice on relief and preventative measures that we have not already attempted. Was seen by facility NP regarding her skin issues and pain associated with this.The wound nurse will follow skin weekly per facility protocol. **How other resident having the POTENTIAL to be affected by the same deficient practice will be identified and what corrective actions will be taken?** All Residents have the potential to be affected. Interviews asking about pain/comfort have been conducted with Residents or Responsible Party and will be completed by July 20, 2016 (Attachment A). Interviews with Nurses and C.N.A.'s were also conducted asking about the comfort/pain level they notice	07/21/2016

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	CNA #2 and Unit Manager #3 entered Resident #95's room. CNA #1 carried five washcloths and CNA #2 carried one towel. CNA #1 washed her hands and donned gloves. CNA #2 washed her hands and donned gloves. CNA #1 then used a paper towel to turn on the faucet and wet one washcloth. She then turned the faucet off with a paper towel. CNA #1 uncovered Resident #95 and undid her brief. CNA #1 removed her gloves and left the bedside, then returned. CNA #2 took the wet washcloth and sprayed perineal cleansing soap on it. She then began to wipe Resident #95's abdominal folds. She then folded the wet cloth and wiped the front of Resident #95's perineal area. Resident #95 began to moan and cry out as she was wiped. CNA #1 stated, "take a deep breath" to Resident #95 as CNA #2 continued to wipe. Multiple, circular, pinpoint to quarter size reddened and opened areas were visible on Resident #95's left thigh. Resident #95 used her right hand to grasp the bed rail and turned on her left side. CNA #2 used a new cloth to wipe the back of Resident #95's perineal area. Resident #95 continued to moan and cry out "it hurts, it hurts" repetitively. CNA		while providing care. These interviews were started 7-13-16 and will be completed by7-20-16. (Attachment B) Reviewed Casper Report, with Report Period 12/1/15-5/31/16 and resident triggering for pain were reviewed. Care-Plans forall Residents with potential for pain were reviewed. This review was completed July 20, 2016. **What MEASURES willbe put into place or what systemic changes will be made to ensure that thedeficient practice does not recur?** In-Service with Nurses & C.N.A.'s was done July 13, 2016, this was done along with the interviews. Facility will continue to do weekly assessments for non-Medicare Residents and daily assessments for Medicare Residents per facility policy (See Attachment C) Policy is attachment D. This assessment addresses new skin related issues and pain.Wound Nurse will continue to follow pressure/non-pressure areas according tofacility procedure. (See attachment E) Policy is attachment F **How the correctiveactions will be MONITORED to ensure the deficient practice will not recur (whatQuality Assurance program will be put into place and how often checked)** Pain Management will be monitored, using the QualityAssessment/Improvement Program Tool: Pain Assessment and Review. (See Attachment G)	

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	#1 continued to state to Resident #95 to take deep breaths. CNA #1 also indicated that Resident #95 normally cried and moaned during perineal care. During an interview with Unit Manager #3 during the perineal care observation on 7/7/16 at 1:13 P.M., she indicated she had given Resident #95 Norco (a pain medication) "thirty minutes ago". She further indicated Resident #95 received Norco three times a day. Furthermore, Unit Manager #3 indicated it did not appear the Norco was effective during perineal care. An observation of Resident #95's wounds were made on 7/8/16 at 11:27 A.M. The Director of Nursing (DON) was present and indicated the following observations: a. A quarter sized area to Resident #95's upper inner left thigh that was dark pink and cream colored. b. A nickel sized area to Resident #95's upper inner left thigh that was dark pink and cream colored. c. Two pencil eraser sized areas to Resident #95's upper inner left thigh that were dark pink and cream colored.		Weekly & Daily Assessments will be monitored using the Quality Assessment/Improvement Program Tool: Weekly/Daily Assessment Review. (See Attachment H) These audits will be done daily X4 weeks and then weekly X 4 weeks, then monthly thereafter . Will follow through the monthly Quality Improvement meeting. These will be completed by DONor Designee. **By what date thesystemic changes will be completed.** Date of compliance July 21, 2016. July 20, 2016 To Whom It May Concern: Miller's Merry Manor of Marion respectfully requests to IDRF 309 SS=G with a face to face conference. We feel that the facility did assess the resident for herskin issues, provided treatment and appropriate interventions to address thepain. This resident had recurrent issues with incontinent associated dermatitiswhich was addressed on the plan of care and interventions were in place. Respectfully submitted, John Velasquez, Administrator	

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	d. A pinhead sized area to Resident #95's upper inner left thigh, towards the back, that was pink with a yellow-cream colored center. e. An area slightly larger than a quarter to Resident #95's upper inner left thigh, towards the back, that was scattered pink and cream colored. f. A pencil eraser sized area to Resident #95's upper inner left thigh, towards the back, that was scattered pink and cream colored. g. An area slightly smaller than a dime to Resident #95's right buttock that was pink and cream colored. h. An area to Resident #95's left center buttock that was cream colored with a pink center. i. An area to Resident #95's left outer buttock that was mostly cream colored with scattered pink throughout. An interview with the DON during the wounds observation indicated all of the areas noted had a "break in skin integrity". She further indicated there were no formal measurements of the areas.			

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	During an interview with Resident #95 on 7/8/16 at 11:44 A.M., she indicated she would be more than happy to move and let people look at the wounds if it would get something to help. She also indicated it hurt to "scoot" or turn. Furthermore, she indicated that her "bottom" had hurt for 2 weeks. Resident #95 also indicated she loved to lay on her side but did not think she was allowed to because of her heels. The DON indicated Resident #95 previously had wounds on her heels, but they were healed now and she could lay on her side. During an interview with Resident #95 on 7/8/16 at 3:11 P.M., she indicated she let staff know when she was in pain, but did not ask for anything extra because she was on a routine pain pill. She further indicated that staff sometimes offered Tylenol, but she did not feel that it was effective. Resident #95 also indicated she would scream out when she urinated and was not changed right away. During an interview with RN #5 on 7/8/16 at 3:17 P.M., she indicated Resident #95 had the same skin condition to her buttocks and thighs for "a long time". She further indicated the skin condition has never fully healed but it will get a little better at times. Furthermore, she indicated that she has			

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	heard Resident #95 cry out and believed it was probably the burning and stinging from the urine that caused her to be in pain. Resident #95's clinical record review began on 7/7/16 at 11:00 A.M. Resident #95's current diagnoses included, but were not limited to, urge incontinence, type 2 diabetes and chronic obstructive pulmonary disease. Resident #95 had a current, 6/23/16, quarterly, Minimum Data Set (MDS) assessment that indicated she was cognitively intact and required extensive assistance with two or more people for bed mobility, transfers and toilet use. It also indicated she was frequently incontinent of bladder and had moisture associated skin damage. Resident #95 had a current, 6/17/16, care plan problem regarding occasional incontinence of bowel and frequent incontinence of bladder with potential for skin breakdown. Interventions for this problem included, but were not limited to, "assist to toilet or check and change every two hours for bowel elimination, turn and reposition every 2-3 hours and as needed and weekly skin assessments." Resident #95 had a current care plan			

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	problem regarding chronic incontinent dermatitis with erosions to both inner thighs, inner buttocks and rectum. Interventions for this problem included, but were not limited to, "monitor for signs and symptoms of infection and notify the physician as needed and monitor for complaints of pain or discomfort." Resident #95 had a current care plan problem regarding the potential for pain or discomfort related to history of wounds. Interventions for this problem included, but were not limited to, "assess pain using the 0-10 scale, monitor the effectiveness of pain medications, notify physician as needed, administer pain medication per physician's orders and note the effectiveness, reposition as needed for comfort and notify nurse of complaints of pain." Review of a document titled, "Wound: Non-pressure wound assessment (facility wound nurse only)", dated 6/13/16 at 1:03 P.M., and provided by the DON on 7/7/16 at 4:00 P.M., included the following: "...1. Date originally noted: 05/20/2016 2. Type of wound... Incontinence associated dermatitis... 3. Current status... Closed over/resurfaced...			

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	4. Describe the location of the wound more specifically... bilateral inner thighs, several erosions of chronic... Measurement of wound in centimeters: 5. Length 0 6. Width 0 7. Depth 0 8. Shape of wound... Irregular Wound Description: 9. WOUND... areas of erosions are open 10. WOUND EDGES... unattached 11. WOUND BED... red and irritated/inflamed... Pain assessment: 17. Pain Associated with wound assessment/treatment... Hurts a Little More... Treatment & Notification: 18. Current treatment... Nystatin [an antibiotic used to treat fungal infections] cream & powder Q [every] shift and PRN pillow case between thighs, check and change as needed sensicare [a protective barrier cream] Q shift PRN... duoderm [a hydrocolloid dressing] to erosions; left inner thigh, left back thigh and right inner/back thigh, change every 3 days... Wound progression (non-healing): 19... areas are chronic from skin to skin contact. Obesity, non-ambulatory. Foley cath [catheter] to aide [sic] in wound healing incontinence dermatitis with			

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	erosion [sic]. No progress noted... will DC [discontinue] cath. Erosions are chronic and become irritated and painful..." Review of Resident #95's "Nursing-Weekly Assessment(non-medicare)", dated 6/11/16 - 7/7/16, provided by the DON on 7/7/16 at 4:00 P.M., indicated there were assessments completed on 6/11/16 and 7/2/16. The weekly nursing assessments included a skin assessment. During an interview with the DON on 7/7/16 at 4:00 P.M., she indicated there were no weekly nursing assessments during the weeks of 6/18 or 6/25. She further indicated weekly skin assessments would be included with the weekly nursing assessments and would not be located elsewhere. Furthermore, she indicated there were no other assessments done by the wound nurse other than the one on 6/13/16. Review of Resident #95's "Progress Notes", dated 6/13/16 - 7/8/16, and provided by the DON on 7/8/16 at 11:18 A.M., included the following: "...6/14/16... She did complain of pain and discomfort to area on leg, but stated that the pillow cases and cream helps			

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	some. She reported that the NP is going to try a new cream and she wants to see how that goes. When she is incontinent, she holds the urine between her thighs, and this burns her skin and causes sores. Cued her to try and spread legs to allow the urine to seep down so that it does not just sit on her skin. Author: [Name of Facility Social Worker]... 6/14/16... Physician order... Lotrisone Cream 1-0.05% [an antifungal and steroid cream]... Apply to inner thighs and buttocks topically two times a day for redness for 3 Weeks... Start Date: 6/14/16 End date: 7/5/16... DC duoderm, dc nystatin... 6/14/16... PRN medication note... Lotrisone Cream... Med not available at this time... 6/15/16... PRN medication note... Lotrisone Cream... Medication not available at this time... 6/16/16... General Note... IDT [Interdisciplinary Team]... She has sore areas to legs... 6/16/16... Lotrisone Cream... Medication not available at this time... 6/17/16... Received new orders per			

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	[Facility Physician Name]: DC cream... start Clotrimazole [an antifungal] 1% cream every shift for incontinent dermatitis... start Betamethazone [a steroid] 0.05% cream every shift for incontinence [sic] dermatitis... 7/7/16... General Note... On 7/6/16 resident voiced to nursing staff she would like to see wound clinic with [Name of Hospital]. Nurse spoke with NP [nurse practitioner] and NP agreed. Nurse obtained referral form from [Name of Hospital] wound clinic and filled it out. Wound referral is being faxed to [Name of Facility Physician] for signature at this time...." Review of a facility policy titled, "Wound & Non-wound Assessment & Documentation", dated 4/13/16, provided by the DON on 7/8/16 at 11:18 A.M., included the following: "...1. WOUNDS A. All wounds, as defined below, will be managed by the facility wound nurse(s)... Each week or more often if needed, the wound assessment will be completed to include: location, stage, current status, measurement, description, pain associated, PUSH score and current treatment... C. Definitions of wounds...			

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	XIV. Incontinent Associated Dermatitis Inflammation and erythema [redness or inflammation of the skin] (with or without erosions and denudement) of skin that occurs when urine or stool comes into contact with perineal or perigenital skin...." 3.1-37(a)			