

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

PRINTED: 11/04/2022

FORM APPROVED

OMB NO. 0938-039

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER  155234		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING		X3) DATE SURVEY COMPLETED 10/07/2022	
NAME OF PROVIDER OR SUPPLIER  WESTRIDGE HEALTH CARE CENTER				STREET ADDRESS, CITY, STATE, ZIP COD 125 W MARGARET AVE TERRE HAUTE, IN 47802			
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F 0000  Bldg. 00	<p>This visit was for the Investigation of Complaint IN00391772.</p> <p>Complaint IN00391772 - Unsubstantiated due to lack of evidence.</p> <p>Unrelated deficiency cited.</p> <p>Survey dates: October 06 and 07, 2022</p> <p>Facility number: 000139 Provider number: 155234 AIM number: 100266410</p> <p>Census Bed Type: SNF/NF: 46 Total: 46</p> <p>Census Payor Type: Medicare: 07 Medicaid: 39 Other: 00 Total: 46</p> <p>This deficiency reflects State Findings cited in accordance with 410 IAC 16.2-3.1.</p> <p>Quality review completed on October 13, 2022.</p>			F 0000	<p>Please find the enclosed plan of correction for the survey ending 10/07/2022. Due to the low scope and severity of the survey findings, this facility respectfully requests the granting of paper compliance. Should additional information/documentation be necessary to confirm said compliance, please feel free to contact me.</p> <p>Respectfully, Lisa Bloesing HFA</p>		
F 0740 SS=D Bldg. 00	<p>483.40 Behavioral Health Services §483.40 Behavioral health services. Each resident must receive and the facility must provide the necessary behavioral health care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with</p>						

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

TITLE

(X6) DATE

Lisa Gustus

MSN, RN Consultant

10/28/2022

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 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 disclosed 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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	<p>the comprehensive assessment and plan of care. Behavioral health encompasses a resident's whole emotional and mental well-being, which includes, but is not limited to, the prevention and treatment of mental and substance use disorders.</p> <p>Based on observation, interview, and record review, the facility failed to ensure a resident assessed to have repetitive skin picking related to anxiety had a developed and implemented person centered plan of care with a developed goal and care interventions to reduce and or prevent skin picking for 1 of 3 residents reviewed for behavioral health services. (Resident C)</p> <p>Findings include:</p> <p>Resident C's clinical records were reviewed on October 06, 2022 at 1:55 p.m. Resident C's diagnoses included, but were not limited to renal failure, chronic obstructive pulmonary disease, depression, anxiety, dysphagia, and esophageal stenosis.</p> <p>The most current annual Minimum Data Set assessment, dated December 16, 2021, indicated Resident C's marital status as married with a lifetime occupation of homemaker. When communicating, others understood her, and she understood others. Her cognitive skills for daily decision making were intact, having scored a 15 out of 15 points. She was totally dependent on nursing staff for all activities of daily living. She received 51% or greater of all nutritional caloric intake via a feeding tube. Quarterly Minimum Data Set assessments, dated April 27, 2022 and July 08, 2022, indicated Resident C remained as assessed on December 16, 2021.</p> <p>October 2022 physician orders indicated</p>			F 0740	<p>1. Resident C's care plans have been reviewed and updated to include a person centered approach with goals and interventions involving the repetitive skin picking behavior related to anxiety.</p> <p>2. No other residents were affected by the alleged practice however all residents have the potential to be affected. All care plans shall be reviewed to ensure that person centered problems, goals and interventions are in place. If any inaccuracies are identified, corrective action will immediately occur.</p> <p>3. The facility's policy and procedures regarding care plan development and Implementation of intervention have been reviewed with no changes indicated at this time. The nursing staff will be re-educated regarding the development of person centered care plans and implementation of person centered care plan interventions. A monitoring tool will be implemented.</p> <p>4. The DON or designee will be responsible for completing the monitoring tool to ensure accurate development of person centered care plans and implementation of</p>		11/09/2022

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	<p>parenteral tube feeding was provided around the clock at a rate of 45 milliliters per hour.</p> <p>A Physician order, dated July 05, 2022, indicated Resident C was prescribed sertraline (antidepressant) 50 milligrams (mg) by mouth every day at bedtime, due to anxiety exhibited by increased skin picking on her face and chest.</p> <p>A resident care plan was provided by the Director of Nursing on October 07, 2022 at 10:00 a.m. A review of the care plan indicated, "Health Conditions" initiated on September 09, 2020. "The resident has multiple health conditions: (LIST). ... Goal: The resident will be free from complications associated with listed health conditions through next review." Staff interventions to achieve documented goal indicated, "1. Monitor vital signs as needed. 2. Monitor for complications and report any findings to the nurse for further evaluation and possible physician and resident representative notification. 3. Administer medications as ordered. 4. Monitor for any change in cognition status which could be related to condition and intervene as indicated. 5. Monitor for change in mood/behavior (for example, depression, anxiety,) related to condition and progressive loss of function and notify social services as indicated. 6. Encourage resident/resident representative adherence with plan of treatment/physician orders to prevent deterioration in condition and risk of death." A health condition of "Atopic Dermatitis" was added on July 23, 2021. No goal or intervention had been added to indicate treatment and services for anxiety related skin picking.</p> <p>A resident care plan was provided by the Director of Nursing on October 07, 2022 at 10:30 a.m. A review of the care plan indicated, "Non-Pressure</p>				<p>interventions. The monitoring tool will be completed on scheduled work days as follows: A minimum of 5 residents reviewed weekly for four weeks and then 5 weekly every other week for 4 weeks and then 5 monthly thereafter. The results of these reviews and any corrective action will be reviewed during the facilities QA meetings and adjustments to the planned schedule will be adjusted accordingly until 100% compliance is achieved</p>		

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	<p>Related Skin Condition" initiated on July 21, 2022.</p> <p>"The resident has open lesion, scratches widespread. Goal: The area(s) will decrease in size/heal without complications by next review." Staff interventions to achieve documented goal indicated, "1. Treatment as ordered. 2. Monitor per Skin Management Program. 3. Monitor for signs or symptoms of infection (i.e. redness, warmth, odor, drainage, increased temperature) and notify physician if observed. 4. Monitor treatment for efficacy. If area is not improving, consult physician. Monitor for pain and medicate as per order." An added intervention; non-dated; indicated; "Order to see dermatology."</p> <p>A physician order dated October 06, 2022; indicated to schedule an appointment to see a dermatologist.</p> <p>Physician Progress Notes indicated the following:</p> <p>- July 21, 2022; Nurse Practitioner. "...Psych recently started pt. [Resident C] on Zoloft [sertraline]. Noted to have increased skin picking on face and chest. Denies increased anxiety/depression at this time...."</p> <p>-August 11, 2022; Nurse Practitioner Progress Note. "Resident is being seen today in follow up for anxiety. Resident denies increase in depression/anxiety. Has not recently left her room, however, has left room in the last couple of months for appointments. Skin picking on bilateral upper extremities [both upper arms] and bilateral lower legs stable, no new areas noted...."</p> <p>-September 19, 2022; Nurse Practitioner Psychiatry Progress Note. "General. Marital Status: Widowed ... Chief Complaint / Nature of Presenting Problem: Per staff report resident is</p>						

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	<p>doing ok but is picking at skin more. She got new books ordered. Resident in bed. Upon entering room, she pulls gown up to neck. Multiple scabs observed to upper chest. She denies issues with appetite, sleep, or mood. She denies picking when asked about scabs on chest. She denies feeling anxious or worried and states 'don't go telling them' referring to the multiple scabs.</p> <p>-September 22, 2022; Nurse Practitioner Progress Note. Recently drawn labs were reviewed and were "stable." No indication of imbalances causing skin irritation. "Skin: ...Scattered areas of picked skin on bilateral shoulders, upper chest, left upper extremity, abdomen, bilateral lower extremities."</p> <p>-September 26, 2022; Behavioral Health Progress Note. "Reason for Referral: Eval and treat for depression and anxiety. ... Oriented to Person. Oriented to Place. Memory: Memory Impairment, Recent. .. Thought Process: Delayed/Slowed. ... Insight: Mild impairment. Judgement: Moderate Impairment. Session Summary: During session resident presented as anxious, with congruent affect. Resident described feeling grief and bereavement for her lost husband. She also reported issues with not having enough to read. Utilized supportive therapy to explore and promote adaptive management of negative affect and to provide grief therapy. Consultation with social services was conducted to notify the issue with her not having enough to read. Social services reported they will order her some books. ... Short-Term Objective(s): Assess and monitor severity of mood symptoms. Replace maladaptive thoughts and behavior with constructive thoughts and adaptive coping self-talk and behaviors. Treatment Interventions: Assess the severity of the resident's mood disturbances</p>						

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	<p>through clinical interview/exam and screening of appropriate objective mood assessment. Explore the relationship of negative thoughts/self-talk and distorted beliefs to DEPRESSED mood."</p> <p>Resident C's care plan(s) lacked documentation of Behavioral Health treatment goals and interventions.</p> <p>An initial Assessment of Non-Pressure Related Skin Conditions; dated July 21, 2022; indicated, "Widespread partial thickness of skin injury."</p> <p>Weekly skin assessments; dated July 28, 2022 through October 06, 2022; indicated, "Widespread partial thickness of skin injury."</p> <p>During an observation on October 06, 2022 at 1:30 p.m., Resident C had multiple open skin lesions. During an interview, at the time of the observation, the Director of Nursing indicated Resident C had "picked at her skin." During an interview, at the time of the observation, Resident C denied any pain and or itching. She did not indicate she had picked at her skin. She did shake her head yes to the Director of Nursing's interview response.</p> <p>A skin assessment of non-pressure related skin condition, dated October 07, 2022, indicated Resident C had 30 self-picked and or self-scratched skin areas over her entire body that presented in varies sizes and stages from opened sore(s) to scabbed.</p> <p>On October 07, 2022 at 10:35 a.m., Employee 1 was interviewed. During the interview Employee 1 indicated she currently provided direct activities of daily living care to Resident C daily. Resident C was alert and able to "hold a conversation."</p>						

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	<p>Resident C liked to watch television shows of westerns or murder mystery and like to read books. Resident C currently had not wanted to get out of bed and "she picks at her skin constantly." "I don't know why." The skin picking had been occurring a long time, but "recently worse." Employee 1 indicated the nurse provided care for the areas of picked skin, other than that she was unsure of what else was being done to prevent or reduce Resident C from picking at her skin.</p> <p>On October 07, 2022 at 10:55 a.m., Employee 2 was interviewed. During the interview Employee 2 indicated she provided direct nursing care to Resident C two to three days a week. Resident C was alert. She liked to watch television and read. Nursing staff would keep picked skin areas clean, apply antibiotic medicated cream, and "try" to apply a bandage. Resident C would often "just pick the bandage off." Employee 2 indicated she was not aware of preventative care or what staff could do to "prevent or reduce her from picking at her skin."</p> <p>On October 07, 2022 at 11:45 a.m., Social Services indicated she had ordered books for Resident C and provided a copy of an online order. A review of the order; dated Friday, October 07, 2022; indicated 4 books had been ordered.</p> <p>3.1-43(a)(1)</p>						