

**Iowa Department of Inspections and Appeals
Health Facilities Division
Citation**

Citation Number: #10025					Date: September 21, 2023
Facility Name: Pine Acres Rehabilitation & Care Center		Survey Dates: July 20, 2023 – August 16, 2023			
Facility Address/City/State/Zip 1501 Office Park Road West Des Moines, IA 50265		CP			
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date	

58.19(2)b	<p>481—58.19(135C) Required nursing services for residents. The resident shall receive and the Facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:</p> <p>58.19(2) Medication and treatment.</p> <p>b. Provision of the appropriate care and treatment of wounds, including pressure sores, to promote healing, prevent infection, and prevent new sores from developing; (I, II).</p>	Class I	\$7,500.00 (HELD IN SUSPENSION)	UPON RECIEPT
58.19(2)h	<p>481—58.19(135C) Required nursing services for residents. The resident shall receive and the Facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:</p> <p>58.19(2) Medication and treatment.</p> <p>h. Provision of all treatments; (I, II, III) Ch 58, p.2 IAC</p> <p>Based on record review and staff interview, the facility failed to provide adequate assessment and timely intervention for a change in condition for 3 of 4 residents reviewed (Resident #77, #56, & #32). The facility failed to identify Resident #77 had developed</p>			

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	<p>sores and scratches on her arms. A family member discovered them and alerted staff. The resident then saw the Advanced Registered Nurse Practitioner (ARNP) and received orders for a steroid, an antibiotic, and to notify her if no improvement by the next week. The facility failed to assess/reassess the wounds to determine if they improved. The resident developed additional signs of a problem, and was hospitalized in the intensive care unit.</p> <p>The facility reported a census of 79 residents.</p> <p>Findings include:</p> <p>1) According to the Minimum Data Set (MDS) assessment dated 2/14/23 Resident #77 scored 7 on the Brief Interview for Mental Status (BIMS) indicating severe cognitive impairment. The resident required supervision with transfer and ambulation. The resident's diagnoses included Alzheimer's disease.</p> <p>The Care Plan revised 7/12/22 identified the resident had (potential for) impaired skin integrity and was at risk for edema, skin/tissue color changes, sensitivity towards heat/cold, swelling and pain. The interventions included:</p> <ul style="list-style-type: none"> a. Avoiding scratching and keeping hands and body parts from excessive moisture, b. Keeping fingernails short, 				
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	<p>c. Encouraging good nutrition and hydration in order to promote healthier skin, d. Keeping skin clean and dry, e. Using lotion on dry skin, f. Monitoring/documenting location, size and treatment of skin injury, g. Reporting abnormalities, failure to heal, signs/symptoms of infection, maceration etc. to MD, h. Weekly treatment documentation to include measurement of each area of skin breakdown's width, length, depth, type of tissue, any exudate and any other notable changes or observations.</p> <p>A General Chemistry report dated 1/6/23 documented the resident had results of potassium 4 (reference range 3.5-5), anion gap 8 (reference range 4-14), BUN 15 (reference range 5-23), and Creatinine 1.8 (reference range 0.4-1.10).</p> <p>Emails from the resident's family member and power of attorney (POA) included:</p> <ol style="list-style-type: none"> On 2/6/23 at 9:42 a.m. an email from the resident's family member to the previous Administrator documented she had a very big concern about the resident. When she visited the resident the previous afternoon they were shocked at the sight of her arms. The resident had multiple open sores and she picked at them. She was so stunned by this and couldn't believe 			
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	<p>no one had called her about it. The family member questioned why they did not notify her, the resident had to be uncomfortable.</p> <p>2. On 2/6/23 at 2:14 p.m. an email response documented the Administrator could understand the family member's frustration and concern. The Director of Nursing (DON) and Assistant (A)DON were included on the email. The email asked if they could speak to her concerns, and if they had something documented on it.</p> <p>The previous ADON responded she wanted to say she was sorry the resident's arms were so scratched up. The ADON went and looked at her and she did have some much smaller areas on her shins but not on her stomach, back or head. The resident told the ADON she didn't itch and they were nothing. Obviously, there were quite a few. The ADON could suggest having some Eucerin lotion applied to help keep her skin hydrated and prevent her from itching. She could also have a doctor visit set up with her to look at the area and see if there were any further interventions to help heal the area up.</p> <p>3. On 2/6/23 at 2:50 p.m. the family member responded she wanted the resident to have a doctor come and see her as soon as possible. They would like to know once that had been scheduled. The family member wrote if they knew the resident, she would</p>				
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	<p>never tell them if something bothered her. She would always say she's fine, the resident had Alzheimer's so she didn't remember things. When the family member visited with the resident she scratched and picked at her arms. The family member stated this did not happen overnight and she still had not received an answer why she was not notified or if there were any documentation on her sores in her daily records.</p> <p>4. On 2/26/23 at 5:51 p.m. the new Director of Nursing DON replied she would be talking to the staff and doing some 1:1 education. She would have staff meetings the next week and bring the issue up. They would be doing some education. She did not have an answer to why staff never called, all she could do moving forward was hold staff accountable and let them know this was an expectation.</p> <p>5. On 2/7/23 at 9:19 a.m. the family member responded she appreciated the response. She was glad to hear they would do 1:1 training so something like that did not happen again and just get ignored.</p> <p>The Progress Notes dated 2/6/23 at 2:14 p.m. documented the tenant had large areas of multiple scabs to her bilateral upper extremities. The resident denied itching or irritation. The areas were small and non-bleeding, and family had concerns. Questioned an order for Eucerin cream, and having the resident placed on the provider visit list for it.</p>			
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	<p>The Progress Notes dated 2/7/23 dated 9:24 p.m. documented the receipt of an order for Eucerin Cream 2 times a day to the bilateral upper extremities until healed, then as needed for dryness, and would see at the next visit. The resident's POA notified.</p> <p>An Encounter note dated 2/9/23 documented the physical exam included the resident had widespread abrasions and scratches on the bilateral upper extremities and upper chest wall. Some with surrounding erythema. Dermatitis added to the list of diagnoses. New orders included Prednisone (steroid, anti-inflammatory) and Keflex (antibiotic), monitor rash and notify if no improvement by the next week.</p> <p>The Progress Notes dated 2/10/23 at 3:08 a.m. documented the Encounter form received with new orders. Point Click Care (PCC, facility electronic health record) updated, faxed to pharmacy, and POA aware. At 2/10/2023 at 12:49 p.m. the resident's family member updated on new orders for prednisone and Keflex.</p> <p>The clinical record lacked any additional documentation regarding the areas to her upper extremities and upper chest wall.</p>				
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	<p>The Progress Notes dated 2/14/20 at 7:20 p.m. documented a certified nursing assistant (CNA) was ambulating the resident to the dining area, then suddenly the resident began jerking, and staff lowered her down on the floor. The nurse thoroughly assessed the resident and no concern for symptoms/indication noted at the time. The resident alert and oriented x 3 (person, place, time) and stated she was fine, she did not feel sick at all, and said she jerked sometimes. Staff helped her get up. VS: Temperature (T) 97.4, Pulse (P) 87, Respirations (R) 18, Blood Pressure (BP) 134/68, Pulse Oximetry (PO) 97% on room air (RA). The resident ate and socialized with peers/staff without any difficulty.</p> <p>The clinical record lacked an incident report, follow up of the incident, or documentation of physician/family notification of the incident or the the jerking.</p> <p>The Progress Notes dated 2/15/23 at 4:09 p.m. documented the resident had emesis at 4 p.m. A general assessment done. The resident alert and oriented x 2-3. She stated not sick at that time, cream for itching had been given.</p> <p>The Progress Notes dated at 2/15/23 at 9:21 p.m. documented the resident has symptom of jerking and unable to walk. She had a brownish vomiting in the</p>				
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	<p>evening, and a general assessment done. T 97.8, P 79, R 18, BP 129/79, PO 96% RA. Lung sounds clear all lobes, no cough/shortness of breath (SOB)/respiratory distress noted at the time, please advise.</p> <p>The Progress Notes dated 2/16/23 at 3:05 a.m. documented staff alerted the nurse to the resident's room. The resident noted in bed twitching, would open her eyes when the nurse called her name but quickly shut her eyes. She could not answer the nurses' questions. She had a small brown emesis in her hair and on the bed sheets. Last bowel movement 2 days ago. Vitals obtained T 98.8, P 77, R 18, BP 142/88, PO 96% on RA. Call placed to the doctor on call and received orders to send to the emergency room (ER) for evaluation. Call placed to the family member to inform her of the situation, and to go to the ER. The ambulance arrived and the resident left the building at 3:03 a.m.</p> <p>A hospital History and Physical dated 2/16/23 at 9:18 a.m. documented the resident came to the ER for altered mental status (AMS), difficulty walking, and twitching. She had recently finished an antibiotic and steroid for rash. She was not making any urine and had jerky movements. She answered when aggressively stimulated and called her name, but would not answer</p>			
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	<p>any questions. The principal problem acute renal failure.</p> <p>An intensive care unit (ICU) progress note dated 2/16/23 at 6 p.m. documented the acute problems included acute kidney failure, anuria (failure of the kidneys to produce urine), urine in the blood, severe AGMA (anion gap metabolic acidosis, can be caused by kidney disease). Patient with BUN 224, and Creatinine 27. No history of renal disease. Blood gas shows metabolic acidosis, anion gap 36. Lasix given without response. Consult to nephrology for HD (hemodialysis), HD cath placed, 1-liter fluid bolus given, with little change to creatinine, hyperkalemia (high potassium (K)). The resident presented with K of 7.8 The resident received medical therapies and K down to mid 6's today, planned for dialysis.</p> <p>On 07/27/23 at 10 a.m. Staff B Licensed Practical Nurse (LPN) stated he looked at his charting and thinks they actually lowered her to a chair (on 2/14/23). He did not witness the incident himself. He did not notify the physician or family because the resident said she did that. He said then he did send a fax to the provider the next day (2/15/23 late evening).</p> <p>On 7/27/23 at 10:10 a.m. Staff D CNA stated the day they eased the resident to the floor, she had jerking movements and she would have fallen if not assisted.</p>			
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	<p>She said it could have been to the chair. She said if it was to the chair she reported it because it was not normal for her.</p> <p>On 7/26/23 at 11:47 a.m. Staff C LPN stated she had been told at report that the resident had not been feeling well and not acting right. A night CNA said the resident was shaking and not responding. Staff C called the physician right away and had her transferred to the hospital. She called the hospital later and they told her she was in kidney failure, and the wounds she had were the toxins the kidneys could not excrete coming out through the skin.</p> <p>On 7/27/23 at 7:55 a.m. the resident's family member stated the facility had moved the resident about two weeks before (she noticed the areas on her arms), into another room because she was incontinent. She didn't really understand that but she went along with it. The resident had Alzheimer's and would not say if something bothered her. The family member went to visit the resident in the new room and she sat in a chair and she wore a T-shirt, which was unusual for her. She usually wore long sleeves. She noticed the resident had redness and scratches on her arms. The family member stated surprise to see that. She had not been notified about these areas. She sent an email to the administrator asking about these areas, why she had</p>			
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	<p>not been informed about them, and what caused them. She heard back from them and they said they would get the resident an appointment with the provider the next visit. The family member said absolutely, that's what she wanted. The night the resident went to the hospital they called her about 2 to 2:30 a.m. They sent her to the hospital because she was not able to walk. Nobody called her and told her she was having difficulty walking. She said they went to the hospital and were told the sores the resident had were caused from kidney failure, and she would need to have dialysis or she wouldn't make it. The family member noted sores on her face that were not there when she last saw her.</p> <p>On 7/31/23 at 1:10 p.m. Staff A Certified Medication Aide (CMA) stated she worked the day shift and evening shift before the resident went to the hospital. She said the resident kept puking and she had hadn't eaten. She said the resident had been going downhill. Before she moved from one hall to the other she was independent, and after she moved, she declined.</p> <p>On 7/31/23 at 1:17 p.m. Staff CC CNA stated she recalled the resident scratching and having areas on her arms but she didn't really recall anything else.</p>				
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	<p>On 7/31/23 at 2:19 p.m. Staff DD CNA stated she didn't realize the resident had anything wrong with her because half the time they didn't get report from the previous shift. The night the resident went to the hospital she breathed heavy and not alert, not her old self. They knew something was not right.</p> <p>On 7/31/23 at 2:39 p.m. Staff EE CNA stated the night the resident went to the hospital she had been sleeping earlier in the shift and then when she went to check on her, she had a coffee ground emesis. Staff EE said she didn't think she had gotten report on the resident that night so she didn't know there were any issues prior to that.</p> <p>On 8/1/23 at 3:30 p.m. Staff S Advanced Registered Nurse Practitioner (ARNP) stated she did not she did not remember the resident. She said that based on the information, if they had called earlier about her symptoms of the jerking and difficulty walking she would have ordered lab including a basic metabolic panel (BMP) (includes kidney function tests and potassium), complete blood count (CBC) and a urine analysis (UA). So, they may have identified issues prior to her hospitalization. She could not say if it would have changed anything including the outcome. The resident was such an acute case.</p>				
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	<p>2. The MDS assessment tool, dated 5/31/23, listed diagnosis for Resident #56 which included stroke, diabetes, and muscle weakness. The MDS stated the resident required extensive assistance of 1 staff for bed mobility, transfers, walking, dressing, toilet use, and personal hygiene. The MDS stated the activity of bathing did not occur during the 7-day look back period. The MDS listed the resident's BIMS score as 13 out of 15, indicating intact cognition.</p> <p>On 8/8/23 at 8:58 a.m., Resident #56 stated that on Saturday 8/5/23 Staff R (Certified Nursing Assistant) CNA assisted her and noticed that her toenail had been ripped off. She stated Staff R then informed Staff B Licensed Practical Nurse (LPN) around noon but stated Staff B did not address the toe. She stated Staff R informed Staff E about it also but she could not assist because she was working down another hallway. She stated it was not until her daughter arrived and asked Staff B about it did he do anything. She stated Staff B then acted like he did not know anything about it prior to then.</p> <p>On 8/9/23 at 1:21 p.m., Staff E LPN stated on 8/5/23, Staff R CNA informed her that Resident #56's toenail had come off. Staff E stated this was around noon and she told Staff R to let Resident #56's nurse know.</p>				
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	<p>During an interview on 8/9/23 at 12:30 p.m., Staff R CNA stated that when he was helping Resident #56 last weekend he noticed that her sock had blood on it and when he took the sock off the toenail was bent back. He stated he notified the nurse Staff B LPN about it around noon. He stated he also informed Staff E but she was working down another hallway.</p> <p>The resident's Progress notes lacked documentation of an assessment of the resident's toe on 8/5/23.</p> <p>The resident's clinical record lacked an assessment of the toe.</p> <p>3. The MDS assessment tool, dated 6/19/23, listed diagnoses for Resident #32 which included Alzheimer's disease, non-Alzheimer's dementia, and depression. The MDS stated the resident required extensive assistance of 2 staff for bed mobility, transfers, walking, dressing, toilet use, and personal hygiene and completely depended on 2 staff for bathing. The MDS listed her BIMS score as 5 out of 15, indicating severely impaired cognition.</p> <p>On 7/26/23 at 8:39 a.m., Staff L and Staff M Certified Nursing Assistants (CNAs) entered the resident's room and the resident stated she had diarrhea. When Staff L and Staff M opened the resident's incontinent brief the</p>				
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	<p>staff commented that the resident did have diarrhea. The resident had loose stool on her front and back perineal areas. The staff members cleansed her and put on a new brief.</p> <p>On 8/10/23 at approximately 8:30 a.m., the resident stated that she still had diarrhea and that staff had not done anything about it.</p> <p>Progress Notes from 7/26/23-8/10/23 lacked documentation of follow-up regarding the resident's diarrhea.</p> <p>On 8/10/23 at 8:38 a.m. the Administrator stated that if a resident had a toe injury, the nurse should carry out an assessment.</p> <p>On 8/10/23 at 10:22 a.m., the Director of Nursing (DON) stated if a resident had diarrhea, the nurse should carry out an assessment.</p> <p>The facility policy "Notification of Changes", revised 1/2023, directed staff to notify the provider when there was a change requiring notification.</p>			
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58.19(2)b	<p>481—58.19(135C) Required nursing services for residents. The resident shall receive and the Facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:</p> <p>58.19(2) Medication and treatment.</p> <p>b. Provision of the appropriate care and treatment of wounds, including pressure sores, to promote healing, prevent infection, and prevent new sores from developing; (I, II).</p>	CLASS I	\$7000.00 (HELD IN SUSPENSION)	UPON RECEIPT
58.19(2)h	<p>481—58.19(135C) Required nursing services for residents. The resident shall receive and the Facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:</p> <p>58.19(2) Medication and treatment.</p> <p>h. Provision of all treatments; (I, II, III) Ch 58, p.2 IAC</p>			
58.19(2)j	<p>481—58.19(135C) Required nursing services for residents. The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of</p>			

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Citation**

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	<p>qualified nurses with ancillary coverage as set forth in these rules: 58.19(2) Medication and treatment. j. Provision of accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in mental, emotional, or physical condition. (I, II, III)</p> <p>Based on observation, clinical record review, policy review, and staff interview, the facility failed to implement and carry out interventions to prevent avoidable pressure ulcers for 2 of 3 residents reviewed for pressure ulcers (Residents #26 and #230). This resulted in harm to these two residents who developed pressure ulcers. The facility reported a census of 79 residents.</p> <p>Findings include:</p> <p>The MDS (Minimum Data Set) assessment identifies the definition of pressure ulcers:</p> <p>Stage I is an intact skin with non-blanchable redness of a localized area usually over a bony prominence. Darkly pigmented skin may not have a visible blanching; in</p>			
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	<p>dark skin tones only, it may appear with persistent blue or purple hues.</p> <p>Stage II is partial thickness loss of dermis presenting as a shallow open ulcer with a red or pink wound bed, without slough (dead tissue, usually cream or yellow in color). May also present as an intact or open/ruptured blister.</p> <p>Stage III Full thickness tissue loss. Subcutaneous fat may be visible but bone, tendon or muscle is not exposed. Slough may be present but does not obscure the depth of tissue loss. May include undermining and tunneling.</p> <p>Stage IV is full thickness tissue loss with exposed bone, tendon or muscle. Slough or eschar (dry, black, hard necrotic tissue). may be present on some parts of the wound bed. Often includes undermining and tunneling or eschar.</p> <p>Unstageable Ulcer: inability to see the wound bed.</p> <p>Other staging considerations include: Deep Tissue Pressure Injury (DTPI): Persistent non-blanchable deep red, maroon or purple discoloration. Intact skin with localized area of persistent non-blanchable deep red, maroon, purple discoloration due</p>				
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	<p>to damage of underlying soft tissue. This area may be preceded by tissue that is painful, firm, mushy, boggy, warmer or cooler as compared to adjacent tissue. These changes often precede skin color changes and discoloration may appear differently in darkly pigmented skin. This injury results from intense and/or prolonged pressure and shear forces at the bone-muscle interface.</p> <p>1. The 1/23/23 5-day Admission Minimum Data Set (MDS) listed diagnoses for Resident #26 which included kidney disease, non-Alzheimer's dementia, and difficulty walking. The MDS stated the resident required limited assistance of 1 staff for transfers, walking, and personal hygiene, and extensive assistance of 1 staff for bed mobility, dressing, and toilet use. The MDS stated the resident did not have a pressure ulcer and stated the resident was at risk for developing pressure ulcers. The MDS listed the resident's Brief Interview for Mental Status (BIMS) score as 10 out of 15, which indicated moderately impaired cognition.</p> <p>The facility policy "Pressure Injury Prevention Guidelines, revised 1/2023, stated the purpose of the policy was to prevent the formation of avoidable pressure injuries and to promote the healing of existing pressure injuries. The policy stated the facility would</p>			
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	<p>utilize prevention devices such as heel flotation devices and carry out documentation of compliance with interventions.</p> <p>The "[Company name redacted] Admission Assessment/Readmission Bundle" Section G Baseline Care Plan, dated 1/18/23, stated the resident's skin was intact. The Baseline Care Plan lacked documentation of interventions to prevent the development of a pressure ulcer.</p> <p>A 1/22/23 "[Company redacted] Braden Scale for Predicting Pressure Sore Risk", dated 1/22/23, stated the resident was at risk for developing pressure ulcers.</p> <p>"[Company name redacted]-Pressure Wound-Weekly Assessment Tool(s)" revealed the following:</p> <p>a. 2/14/23 The resident had a Suspected Deep tissue Injury (SDTI-a localized are of discolored intact skin or blood-filled blister due to the damage of underlying soft tissue from pressure and/or shear) pressure ulcer to the left heel, acquired 2/14/23. The document included the measurement as follows; length 20 millimeters (mm), width 18 mm, depth 1 mm</p> <p>b. 2/14/23 The resident had a Stage 2 (partial thickness loss of skin) pressure ulcer to the right heel, acquired 2/14/23. The document included the</p>				
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	<p>measurement as follows; length 4 mm, width 4 mm, depth 1 mm.</p> <p>Wound Treatment Plans, documented by the wound doctor, revealed the following:</p> <p>a. A 2/28/23 note stated the resident reported her left heel was slightly tender and had boots to her bilateral feet. The note stated the resident had a State 2 pressure ulcer to the right heel 0.3 centimeters(cm) x 0.3 cm x 0.1 cm (length x width x depth) and an unstageable pressure ulcer of the left heel 2.0 x 1.5 x 0.1 cm.</p> <p>b. A 3/7/23 note stated the resident wore Prevalon boots to the bilateral feet during this visit. The note stated the resident's right heel wound measured 0.3 x 0.2 x 0.1 and the left heel wound measured 1.6 x 1.5 x 0.1 cm.</p> <p>c. A 3/21/23 note stated the resident's right heel ulcer was 0.3 cm x 0.3 cm x 0.1 cm and her left heel ulcer was 0.5 cm x 0.1 cm x 0.1 cm.</p> <p>d. A 3/28/23 note stated the resident's right heel ulcer was 0 x 0 x 0 resurfaced(healed) and her left heel ulcer was 0.5 x 0.1 x 0.1 cm. The Prevalon boots were not on today but she allowed application of the boots at conclusion of visit.</p>			
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	<p>e. A 7/18/23 note stated the resident had a left heel Stage 3 pressure ulcer 0.2 x 0.5 cm x 0.1 cm. mechanical debridement</p> <p>4/12/23 Care Plan entries stated the resident had a Stage 3 pressure ulcer to the left heel related to decreased mobility, and directed staff to administer L-Arginine oral tablet (helps promote wound healing) twice daily, monitor nutritional status, and place Prevalon boots to bilateral feet as tolerated at bedtime, and teach the importance of changing positions for the preventions of pressure ulcers. The entries stated the resident should not wear shoes until the pressure ulcer was healed but could wear slippers.</p> <p>The Care Plan lacked any prior interventions related to the prevention of the heel pressure ulcers.</p> <p>On 7/25/23 at 1:01 p.m., the resident stated she had a sore on her left foot. The resident wore a boot on her left foot but did not wear a boot on the right foot.</p> <p>On 7/25/23 at 2:56 p.m. and 4:02 p.m., the resident laid in bed with a boot on her left foot but no boot on her right foot.</p>				
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	<p>On 7/26/23 at 9:05 a.m. the resident laid in bed and wore a boot on her left leg. She did not have a boot on her right foot and wore only a gripper sock. The resident's right heel was in direct contact with the mattress. Staff E Licensed Practical Nurse (LPN) measured a dark red area on the inside portion of the resident's left heel as 2 cm x 2 cms (length x width) and a smaller red area inside of the dark red area as 0.5 cm x 0.3 cm. Staff E then cleansed the area with betadine and wrapped it with gauze. During the dressing change, the resident stated that her right foot now hurt. Staff E felt the area and stated her right heel was "boggy" and she would get a pillow to float her heel.</p> <p>On 7/26/23 at 10:21 a.m., Staff E LPN stated Resident #26's heel ulcers developed here at the facility and the implementation of the boots occurred after the wounds developed. She stated there were times when the resident would not wear the boots but that had improved. She stated until today, she just wore the boot on the right foot.</p> <p>On 8/2/23 at 1:53 p.m., the Director of Nursing (DON) stated if a resident was at risk for the development of pressure ulcers, they would implement an intervention and stated they would implement boots to prevent heel ulcers.</p>				
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	<p>2. The Admission MDS of Resident #230 dated 7/16/23 identified an admission date of 7/11/23. The MDS identified Resident #230 had a BIMS score of 13 which indicated cognition intact. The MDS recorded the resident had no pressure ulcers present.</p> <p>The Admission Assessment dated 7/11/23 documented the resident's skin as follows; skin warm and dry and skin color is within normal limits. Skin turgor is normal. Mucous membranes are moist. There are no open areas.</p> <p>The Baseline Care Plan dated 7/13/23 documented the resident's skin as being intact.</p> <p>The Comprehensive Care Plan of Resident #230 documented a focus area dated 7/24/23 as follows; the resident has the potential for pressure ulcer development related to decrease in mobility, poor nutrition and urinary incontinence. The Care Plan directed staff to follow facility policies and protocols for the prevention and treatment of skin breakdown.</p> <p>The History and Physical from the hospital, dated 6/22/23 documented under the physical exam several excoriations (scraped or abraded) noted on upper and lower extremities, also the presence of a Stage 1</p>				
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	<p>pressure ulcer to the sacrum (the base of the spine). Wound care had been seeing the resident.</p> <p>The Encounter Note from authored by Staff S, Nurse Practitioner, dated 7/13/23 documented the resident had right hip and sacral wounds and would be referred to the wound care physician.</p> <p>The Wound Treatment Plan note dated 7/25/23 by the wound physician documented the resident had a Stage 3 pressure ulcer to the right greater trochanter (hip) measuring 0.7 cm x 0.5 cm x 0.1 cm. The wound status was documented a new. The note also documented the physician found the resident wearing a foam dressing from the right hip during her visit which she removed to assess and clean the wound.</p> <p>The Treatment Administration Record of Resident #230 for July of 2023 documented treatment orders for the pressure wound were initiated on 7/25/23. No prior treatment was noted.</p>			
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58.43(1) +	<p>481—58.43(135C) Resident abuse prohibited. Each resident shall receive kind and considerate care at all times and shall be free from mental, physical, sexual, and verbal abuse, exploitation, neglect, and physical injury. Each resident shall be free from chemical and physical restraints except as follows: when authorized in writing by a physician for a specified period of time; when necessary in an emergency to protect the resident from injury to the resident or to others, in which case restraints may be authorized by designated professional personnel who promptly report the action taken to the physician; and in the case of an intellectually disabled individual when ordered in writing by a physician and authorized by a designated qualified intellectual disabilities professional for use during behavior modification sessions. Mechanical supports used in normative situations to achieve proper body position and balance shall not be considered to be a restraint. (II)</p> <p>58.43(1) Mental abuse includes, but is not limited to, humiliation, harassment, and threats of punishment or deprivation. (II)</p>	CLASS I	\$6,750.00 (HELD IN SUSPENSION)	UPON RECEIPT
58.43(2)	<p>+</p> <p>481—58.43(135C) Resident abuse prohibited. Each resident shall receive kind and considerate care at all times and shall be free from mental, physical, sexual, and verbal abuse, exploitation, neglect, and physical</p>			

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	<p>injury. Each resident shall be free from chemical and physical restraints except as follows: when authorized in writing by a physician for a specified period of time; when necessary in an emergency to protect the resident from injury to the resident or to others, in which case restraints may be authorized by designated professional personnel who promptly report the action taken to the physician; and in the case of an intellectually disabled individual when ordered in writing by a physician and authorized by a designated qualified intellectual disabilities professional for use during behavior modification sessions. Mechanical supports used in normative situations to achieve proper body position and balance shall not be considered to be a restraint. (II)</p> <p>58.43(2) Physical abuse includes, but is not limited to, corporal punishment and the use of restraints as punishment. (II)</p> <p>Based on observation, clinical record review, policy review, staff interview, and resident interview, the facility failed to provide an environment free from physical abuse for 7 residents who reported staff were rough with them during cares (Residents #7, #10, #24, #26, #32, #65, and #276) and failed to treat a resident with respect for 1 of 1 resident observed during a general observation (Resident #37). A serious adverse outcome was likely to occur as the facility additionally</p>			
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	<p>failed to report and thoroughly investigate all allegations of abuse. One identified staff member whom residents reported an issue with remained actively working with access to all residents. Additionally, without the thorough investigation, it was unknown if other staff members could be identified. The facility reported a census of 79 residents.</p> <p>Findings Include:</p> <ol style="list-style-type: none"> The MDS (Minimum Data Set) assessment tool, dated 7/21/23, listed diagnoses for Resident #276 which included dislocation of the right hip and restless leg syndrome. The MDS stated the resident required limited assistance of 2 staff for bed mobility, extensive assistance of 1 staff for dressing and personal hygiene, extensive assistance of 2 staff for toilet use, and depended completely on 2 staff for transfers and bathing. The MDS listed the resident's Brief Interview for Mental Status (BIMS) score as 13 out of 15, indicating intact cognition. <p>On 7/26/23 at 11:08 p.m., Staff O Certified Nursing Assistant (CNA) stated she worked night shift Mondays-Fridays and was responsible for both the skilled and the 300 hall. She said it was difficult to take care of everyone and stated call lights could remain on for a long time because when she was in one hall a call light</p>			
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	<p>may alert in the other hall. She stated she did not know how long the call lights were on because she was in the other hall. She stated she did not have time to get to everyone in a timely manner and stated the residents in the skilled hall were in pain and were "needy".</p> <p>On 7/27/23 at 2:25 p.m., Staff P CNA stated she was concerned regarding a complaint from Resident #276 that Staff O was rough with her. Staff P stated she turned in a statement to the DON but the DON stated she needed Staff O to cover staffing needs.</p> <p>On 7/27/23 at 2:33 p.m., the surveyor informed the Administrator about the concerns related to Staff O and she stated she would take care of it immediately. She stated staff were now bringing her concerns about staff to her but prior to her time here it was "pushed under the rug". She stated no one brought her any concerns related to Staff O prior to this.</p> <p>In email correspondence on 7/27/23 at 3:20 p.m., the Administrator stated Staff JJ Registered Nurse (RN) interviewed the resident and the resident stated Staff O "tapped" her on the arm. The email did not mention the resident reported the staff member was "rough".</p>			
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	<p>In email correspondence on 7/31/23 at 1:32 p.m., Staff JJ stated she met with the resident on 7/27/23 and the resident stated earlier in the week as she slept a CNA entered her room and tapped her on the shoulder and instructed her to roll over so she could provide cares. The resident stated she felt the staff member was "rough" and felt like the CNA was angry with a bed attitude which concerned her.</p> <p>In email correspondence on 7/27/23 at 4:20 p.m., the Administrator stated she spoke with Staff O and Staff O stated the resident did not share any concerns with her and she had not been rough. The Administrator stated she informed all staff to be mindful when approaching residents not to startle them with a touch.</p> <p>On 7/31/23 at 10:38 a.m., Resident #276 stated that she had an incident where a staff member came into her room at 5:30 a.m. and "slapped" her on the back and was rough. She stated she informed one of the CNAs about it a couple of nights later. The resident stated this was uncalled for.</p> <p>In a phone interview on 7/31/23 at 3:30 p.m., Staff P stated she submitted a statement to the Social Worker and the DON regarding Staff O. She stated she submitted the note sometime in July and dated the</p>				
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	<p>note. She stated there was no follow-up completed related to her concerns.</p> <p>In email correspondence on 8/1/23, the Administrator stated they would discuss the process for reporting care concerns or roughness and stated the DON conducted staff interviews and no staff reported residents sharing concerns of staff being "rough".</p> <p>The facility lacked documentation of resident interviews or further investigation conducted as of 8/1/23 related to allegations of staff roughness.</p> <p>On 8/1/23 at 11:05 a.m., the resident clarified that the staff member did not slap her but "tapped" her on the back but was "very rough" when turning her.</p> <p>On 8/1/23 at 12:40 p.m., Staff E Licensed Practical Nurse (LPN) stated Staff O worked the night shift on 7/31/23-8/1/23.</p> <p>Employee Time Card Reports revealed Staff O worked 21 shifts in July of 2023 from 7/2/23-7/29/23.</p> <p>An additional Time Card report revealed Staff O worked 7/31/23.</p>				
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	<p>On 8/1/23 at approximately 5:10 p.m., the Administrator stated the facility suspended Staff O.</p> <p>In a phone interview on 8/8/23 at 11:08 a.m., Staff O stated she was never rough with residents and never hit or slapped a resident. She stated she could not remember who Resident #276 was.</p> <p>2. The Quarterly MDS assessment tool, dated 6/19/23, listed diagnoses for Resident #32 which included Alzheimer's disease, non-Alzheimer's dementia, and depression. The MDS stated the resident required extensive assistance of 2 staff for bed mobility, transfers, walking, dressing, toilet use, and personal hygiene, and completely depended on 2 staff for bathing. The MDS listed her BIMS score as 5 out of 15, which indicated severely impaired cognition.</p> <p>A Care Plan entry, dated 3/3/22, stated the resident required assistance with Activities of Daily Living (ADLs).</p> <p>On 7/25/23 at 9:19 a.m., Resident #32 stated she had trouble with a "black guy" who was tall and slender (Staff Q CNA). She stated if she did not move as fast as he wanted her to he "yanks" at her and this made her feel bad. She stated someone came in and talked to her about the situation but she did not know who this</p>			
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Facility Administrator

Date

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Health Facilities Division
Citation**

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	<p>was. She stated after this he was not supposed to care for her but he did. She stated there were other staff also who "jerk you around". She stated Staff Q wanted her to go to bed at 6:30 p.m. but she wanted to go to bed at 9:30 p.m. She stated she "loses" every night.</p> <p>On 7/26/23 at 10:21 a.m., Staff E stated residents complained that staff were rude, primarily on the night shift. She stated residents had been "manhandled" by the night shift. She stated residents asked to stay up late and the night shift told them they had to go to bed "now". She stated she heard from Resident #32 that Staff Q was rude and condescending. She stated there were residents that he was not allowed to care for. Staff E stated she questioned why he was working here and stated they needed to get him out of here. She stated she spoke to the DON about it and informed her staff had been rough.</p> <p>On 7/26/23 at 10:33 a.m., Staff D CNA stated 2 weekends ago, there was a complaint related to Staff Q and Resident #32. Staff D stated the resident told her Staff Q was "not nice". She stated Staff Q was not supposed to go in her room because "they clash". The resident told her that she didn't want to go to bed at 7:00 p.m. and Staff Q stated they were putting everyone to bed. Staff D stated she informed Staff W LPN about the situation.</p>			
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	<p>In a phone interview on 7/26/23 at 11:36 a.m., Staff C LPN stated that she recently turned in a statement related to Staff FF CNA. Staff GG CNA informed her that Resident #32 told her Staff FF was "rough" with her. Staff C stated Staff GG wrote out a statement and put it in the DON's door. She stated she thought the facility fired her. Staff C stated she did not work with Staff Q much but that he was rude to the residents.</p> <p>On 7/26/23 at 12:42 p.m., Staff GG CNA stated Resident #32 thanked her for being here instead of Staff FF and the resident stated Staff FF was "rough and rude" with her. Staff GG stated she informed Staff C and wrote out a statement and taped it to the DON's door.</p> <p>On 7/26/23 at 10:46 a.m., Staff CC CNA stated there were a few residents down the 200 hall who preferred not to work with Staff Q. She stated Resident #32 reported to her that Staff Q "cussed at her" and made her go to bed right after dinner.</p> <p>On 7/26/23 at 4:07 p.m., the resident stated when staff were rough with her she felt "terrible".</p> <p>On 8/1/23 at 8:06 a.m., Staff II Social Services Assistant stated she was not sure of the time but staff had</p>			
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	<p>reported concerns to her about other staff. She stated a CNA came to her one morning and stated that Resident #32 stated one of the overnight staff would not provide her toileting assistance before they assisted her to bed and stated she alerted her call light around midnight and the staff member came in and took her oxygen off and pulled her call light out of the wall. She stated she completed a concern form and gave it to the DON and the Administrator at the time.</p> <p>In a phone interview on 8/1/23 at 4:00 p.m., Staff W LPN stated Resident #32 told her staff entered her room and turned the call light off. She stated she believed she left a note for the DON.</p> <p>An Employee Time Card Report revealed Staff Q worked 13 shifts in July of 2023 with his final shift 7/24/23.</p> <p>A review of Staff Q's employee file revealed no disciplinary actions or concern forms related to resident complaints prior to 7/24/23.</p> <p>On 7/25/23 at 11:02 a.m., the DON stated she heard complaints of staff being rude but received no other reports of staff being rough. She stated Resident #32 never complained about Staff Q and there was never a rule that he couldn't care for her.</p>			
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	<p>3. The Quarterly MDS assessment tool, dated 7/20/23, listed diagnoses for Resident #26 which included kidney disease, Alzheimer's disease, and seizure. The MDS stated the resident required extensive assistance of 1 staff member for bed mobility, dressing, and personal hygiene, depended completely on 1 staff for toilet use, and depended completely on 2 staff for transfers. The MDS listed the resident's BIMS score as 10 out of 15, indicating moderately impaired cognition.</p> <p>Care Plan entries, dated 2/2/23, stated the resident required assistance with ADLs due to weakness.</p> <p>On 7/24/23 at 1:29 p.m., Resident #26 stated there were staff on all of the shifts who were "rough" when they changed her incontinent brief.</p> <p>On 7/26/23 at 1:24 p.m., when asked how it felt when staff were rough with her, Resident #26 held up her thumb and index finger to indicate she felt "small".</p> <p>4. The Quarterly MDS assessment tool, dated 7/19/23, listed diagnoses for Resident #7 which included anxiety disorder, depression, and muscle weakness. The MDS stated the resident required limited assistance of 1 staff for transfers and extensive assistance of 1 staff for bed mobility, dressing, toilet use, personal hygiene,</p>			
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	<p>and bathing. The MDS listed the resident's cognition as 15 out of 15, indicating intact cognition.</p> <p>A Care Plan entry, dated 12/2/20, stated the resident had an ADL deficit related to fatigue, chronic pain, and vision deficit.</p> <p>A 7/12/23 Night Shift Meeting Notes stated Resident #7 stated night staff was rude and she asked a CNA not to be so rough when touching her back and she acted like she did not hear her. Resident #7 asked her what her name was and she ignored her.</p> <p>A 7/12/23 Grievance Form stated Resident #7 reported there was a night shift staff who was rude to her and she would not tell her name. The Grievance Form Official Follow-up stated she had a meeting with the night shift and went over resident interviews that the nurse manager carried out.</p> <p>A 7/12/23 Night Shift Meeting Notes documented the following:</p> <p>a. Resident #7 stated night staff was rude and she asked a CNA not to be so rough when touching my back and she acted like she did not hear her. Resident #7 asked her what her name was and she ignored her.</p>				
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	<p>b. Resident #40 stated an overnight worker was rude to him and they talked on the phone with ear buds in and did not engage with him during care.</p> <p>c. Resident #9 stated the overnight shifts are very loud and sat outside the resident rooms and talked on the phone. She stated staff did not answer call lights in a timely manner and when the CNAs come in to respond to the call lights they say "what do you want?" like they were inconvenienced by the residents need.</p> <p>d. Resident #36 stated one aide did not want to work with her and stated when she worked with her friends she came in to change her incontinent brief and her conversation was loud and it was a personal conversation. She stated it was "so rude".</p> <p>The facility lacked documentation of follow-up actions related to the 7/12/23 meeting concerns.</p> <p>A 7/17/23 Employee Disciplinary Form stated residents down two different hallways named Staff FF in 2 concerns, being rude and rough while providing cares. The form also stated that Staff FF told residents to "mind your own business". The form stated the resident would be suspended.</p> <p>A 7/17/23 Grievance Form stated that Resident #7 reported that the aide was in her room again and she said the same thing as before and she was Staff FF. The</p>				
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	<p>form stated that the staff member would be terminated.</p> <p>On 7/25/23 at 10:19 a.m., Resident #7 stated that the girls, mostly the overnight staff, were "rough" when they took care of her.</p> <p>On 7/26/23 at 1:37 p.m., she stated when staff were rough with her she didn't understand why they would do that to elderly people.</p> <p>5. The MDS assessment tool, dated 5/26/23, listed diagnoses for Resident #24 which included coronary artery disease, kidney disease, and diabetes. The MDS stated the resident required extensive assistance of 2 staff for bed mobility, dressing, toilet use, and personal hygiene, and depended completely on 2 staff for transfers. The MDS listed the resident's BIMS score as 14 out of 15, indicating intact cognition.</p> <p>A Care Plan entry, dated 5/20/22, stated the resident required assistance with ADLs.</p> <p>On 7/24/23 at 1:47 p.m., Resident #24 stated that 50% of staff were "horrible". She stated they said mean things and were rough when changing her. She stated they also hurt her bottom when they cleansed her with a washcloth.</p>			
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	<p>On 7/26/23 at 1:31 p.m., the resident stated she was scared of staff when they were rough because she could not get away.</p> <p>6. The Quarterly MDS assessment tool, dated 5/19/23, listed diagnoses for Resident #65 which included coronary artery disease, stroke, and low back pain. The MDS stated the resident required extensive assistance of 1 staff for personal hygiene and dressing, extensive assistance of 2 staff for bed mobility, transfers, and toilet use, and depended completely on 2 staff for bathing. The MDS documented that the resident scored a 13 out of 15 for the Brief Interview for Mental Status (BIMS), which indicated intact cognitive skills.</p> <p>Care Plan entries, dated 12/12/22 stated the resident needed assistance with ADLs related to weakness and decreased mobility.</p> <p>A 2/12/23 concern/Recommendation stated Resident #65 pulled his call light on the night shift 2/12/23 and did not have his urinal so he wet his bed. When the 2 aides came in to change him, they insisted he roll to be changed and when he said he couldn't because of his arm they got rough with him tossing(rolling) him back and forth, tugging and pulling on his bad arm.</p>			
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	<p>The facility lacked any follow-up to this concern form.</p> <p>On 8/1/23 at 8:06 a.m., Staff II Social Services Assistant stated Resident #65 had been here a year and he continuously did not get the help he deserved. She said he would scream when his call light was on and stated there could be multiple staff members at the nursing station and they just sat there and did not answer his light. She stated this was 4-5 months ago.</p> <p>7. The Admission MDS assessment tool, dated 5/1/23, listed diagnoses for Resident #10, which included end stage renal (kidney) disease, diabetes, and arthritis. The MDS stated the resident required extensive assistance of 1 staff for dressing and personal hygiene and extensive assistance of 2 staff for bed mobility, and transfers. The MDS listed the resident's BIMS score as 15 out of 15, which indicated intact cognition.</p> <p>A 5/1/23 Care Plan entry stated the resident had a self-care performance deficit.</p> <p>On 7/26/23 at 10:44 a.m., Staff U LPN stated she wrote a statement regarding Resident #10 regarding his complaint about Staff HH being rough with him in the Hoyer. She stated she thought she either wrote a statement or called the DON regarding the issue. She stated Staff HH returned to work after the allegation.</p>			
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	<p>Staff HH's file contained no disciplinary action or information related to Resident #10's complaint.</p> <p>8. The Resident Council Meeting minutes for May 2023 stated all residents agreed staff had a bad attitude and were rude, mainly the newer staff.</p> <p>Resident Council Meeting minutes for July 2023 stated residents felt that overnight staff did not check on them frequently enough to ensure their needs were met.</p> <p>Resident council Meeting minutes for June 2023 stated staff are "mean and disrespectful".</p> <p>The facility policy "Abuse Prevention, Identification, Investigation, and Reporting, revised 4/20/22, defined abuse to include verbal abuse and mental abuse, and mistreatment of a resident and stated resident must not be subjected to abuse by anyone.</p> <p>On 7/25/23 at 9:54 a.m., the Administrator stated she had received no allegations of abuse.</p> <p>On 7/26/23 at 10:13 a.m., Staff L CNA stated staff "verbally abuse" the residents and talk to them in a rude way. She said half of the staff are rude. She</p>				
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	<p>stated when she arrived at the facility at 6:00 a.m. for her shift, residents were soaking wet. She stated there was a resident which they made to go to bed early.</p> <p>On 7/27/23 at 9:14 a.m. the Administrator stated there were residents who had complaints about Resident Council and they had an in-service. She stated it sounded like there was resolution and then the issue occurred again. She stated they eliminated staff including Staff Q, FF, and HH. She stated she didn't handle anything related to staff being rough with Resident #10.</p> <p>On 7/27/23 at 1:01 p.m., the Administrator stated she did not have anything additional related to follow-ups for Resident Council other than the emails she sent on 7/26/23.</p> <p>In email correspondence, sent on 7/27/23 at 4:06 p.m., the DON stated she did not receive any specific staff grievances with the exception of the complaint about Staff FF from Resident #7.</p> <p>On 7/31/23 at 4:52 p.m., the Administrator stated if a resident complained of staff being "rough" more questions would be asked.</p>			
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	<p>On 8/1/23 at 8:03 a.m., the Social Worker stated no one submitted any concerns to her about any staff but stated Staff II handled concerns regarding staff.</p> <p>On 8/10/23 at 8:38 a.m., the Administrator stated staff should treat residents with dignity and respect and should not be utilizing their phones while providing cares.</p> <p>On 8/2/23 at 1:53 p.m., the DON stated she expected to be informed about allegations of abuse. She stated they would suspend the alleged perpetrator, report to the State Agency, and complete an investigation.</p> <p>9. Observation on 7/24/23 at 4:25 PM, Resident #44 ambulated down the hall with her walker and asked to get some Kleenex. Staff Y, Certified Nurse Aide (CNA) stated "OK, I'll get you" but did not turn around to face the resident. The resident repeated her request and added it was for her and her roommate. Staff Y said, "ok" without facing the resident. Another staff member heard the request and walked away. Staff Y was advised to tend to the resident's needs. Staff Y walked into a storage room in close proximity to the resident. Staff Y returned and stated to the resident there was no Kleenex in the storage room. Staff Z, CNA, approached the resident and, while chewing gum with an opened mouth, asked the resident what she</p>				
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	<p>wanted. She was then told by the staff member who initially walked away that the delivery truck had not delivered any supplies yet. Staff Z looked at the resident and told the resident the facility didn't have any Kleenex. The resident asked inquisitively, "you don't have any Kleenex? Why?" Staff Z continued to chew gum in the same manner and replied "because the delivery truck hasn't come yet!" The resident asked when she could get some Kleenex and Staff Z said in an abrupt tone, "in about 3 days!" The resident initially responded "oh, OK" as she turned around to walk away. She furrowed her eyebrows with a bewildered look, turned back toward Staff Z and said, "Three days? Why would it take three days to get Kleenex?" Staff Z exclaimed, "I am not telling you a story!" in a defensive tone (similar to someone accused of lying). He turned to his right, pointed in the direction of the resident with his left thumb over his left shoulder, walked away and said aloud "someone come tell her I'm not telling her any stories." He did not turn around toward the five staff members, one visitor, or two other residents in the hall.</p> <p>On 7/24/23 at 4:45, the Director of Nursing (DON) stated that Staff Z's behavior toward the resident was not acceptable.</p>			
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58.43(9)	<p>On 7/24/23 at 5:15 PM, Resident #44 stated that Staff Z's response made her feel as though he was telling her to fend for herself. She said she felt it was rude and he shouldn't talk to anyone like that.</p> <p>On 7/25/23 at 9:05 AM, the Administrator stated Staff Z's behavior was not acceptable.</p> <p>481—58.43(135C) Resident abuse prohibited. Each resident shall receive kind and considerate care at all times and shall be free from mental, physical, sexual, and verbal abuse, exploitation, neglect, and physical injury. Each resident shall be free from chemical and physical restraints except as follows: when authorized in writing by a physician for a specified period of time; when necessary in an emergency to protect the resident from injury to the resident or to others, in which case restraints may be authorized by designated professional personnel who promptly report the action taken to the physician; and in the case of an intellectually disabled individual when ordered in writing by a physician and authorized by a designated qualified intellectual disabilities professional for use during behavior modification sessions. Mechanical supports used in normative situations to achieve</p>	CLASS I	\$6,500.00 (HELD IN SUSPENSION)	UPON RECEIPT
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	<p>proper body position and balance shall not be considered to be a restraint. (II) 58.43(9) Allegations of dependent adult abuse. Allegations of dependent adult abuse shall be reported and investigated pursuant to Iowa Code chapter 235E and 481—Chapter 52. (I, II, III)</p> <p>Based on clinical record review, policy review, staff interview, and resident interview, the facility staff failed to thoroughly investigate all allegations of abuse, and separate a possible abuser from residents. Five residents reported staff were rough during cares (Residents #7, #10, #32, #65, and #276). The facility lacked documentation of thorough investigations. The facility failed to conduct resident and staff interviews to determine the extent of the allegations, if other residents and/or staff involved. A serious adverse outcome was likely to occur as the facility failed to report and thoroughly investigate all allegations of abuse. One identified staff member whom residents reported an issue with remained actively working with access to all residents. Additionally, without the thorough investigation, it was unknown if other staff members could be identified.</p>				
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	<p>Findings:</p> <p>1. The MDS (Minimum Data Set) assessment tool, dated 7/21/23, listed diagnoses for Resident #276 which included dislocation of the right hip and restless leg syndrome. The MDS stated the resident required limited assistance of 2 staff for bed mobility, extensive assistance of 1 staff for dressing and personal hygiene, extensive assistance of 2 staff for toilet use, and depended completely on 2 staff for transfers and bathing. The MDS listed the resident's Brief Interview for Mental Status (BIMS) score as 13 out of 15, indicating intact cognition.</p> <p>On 7/26/23 at 11:05 p.m., Staff O Certified Nursing Assistant (CNA) stated she worked night shift Mondays-Fridays and was responsible for both the skilled and the 300 hall. She said it was difficult to take care of everyone and stated call lights could remain on for a long time because when she was in one hall a call light may alert in the other hall. She stated she did not know how long the call lights were on because she was in the other hall. She stated she did not have time to get to everyone in a timely manner and stated the residents in the skilled hall were in pain and were "needy".</p>				
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Facility Administrator

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**Iowa Department of Inspections and Appeals
Health Facilities Division
Citation**

Citation Number: #10025					Date: September 21, 2023
Facility Name: Pine Acres Rehabilitation & Care Center		Survey Dates: July 20, 2023 – August 16, 2023			
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	<p>On 7/27/23 at 2:25 p.m., Staff P CNA stated she was concerned regarding a complaint from Resident #276 that Staff O was rough with her. Staff P stated she turned in a statement to the DON but the DON stated she needed Staff O to cover staffing needs.</p> <p>On 7/27/23 at 2:33 p.m., the surveyor informed the Administrator about the concerns related to Staff O and she stated she would take care of it immediately. She stated staff were now bringing her concerns about staff to her but prior to her time here it was "pushed under the rug". She stated no one brought her any concerns related to Staff O prior to this.</p> <p>In email correspondence on 7/27/23 at 3:20 p.m., the Administrator stated Staff JJ Registered Nurse (RN) interviewed the resident and the resident stated Staff O "tapped" her on the arm. The email did not mention the resident reported the staff member was "rough".</p> <p>In email correspondence on 7/31/23 at 1:32 p.m., Staff JJ stated she met with the resident on 7/27/23 and the resident stated earlier in the week as she slept a CNA entered her room and tapped her on the shoulder and instructed her to roll over so she could provide cares. The resident stated she felt the staff member was "rough" and felt like the CNA was angry with a bed attitude which concerned her.</p>				
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Facility Administrator

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	<p>In email correspondence on 7/27/23 at 4:20 p.m., the Administrator stated she spoke with Staff O and Staff O stated the resident did not share any concerns with her and she had not been rough. The Administrator stated she informed all staff to be mindful when approaching residents not to startle them with a touch.</p> <p>On 7/31/23 at 10:38 a.m., Resident #276 stated that she had an incident where a staff member came into her room at 5:30 a.m. and "slapped" her on the back and was rough. She stated she informed one of the CNAs about it a couple of nights later. The resident stated this was uncalled for.</p> <p>In a phone interview on 7/31/23 at 3:30 p.m., Staff P stated she submitted a statement to the Social Worker and the DON regarding Staff O. She stated she submitted the note sometime in July and dated the note. She stated there was no follow-up completed related to her concerns.</p> <p>In email correspondence on 8/1/23, the Administrator stated they would discuss the process for reporting care concerns or roughness and stated the DON conducted staff interviews and no staff reported residents sharing concerns of staff being "rough".</p>				
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	<p>The facility lacked documentation of resident interviews or further investigation conducted as of 8/1/23 related to allegations of staff roughness.</p> <p>On 8/1/23 at 11:05 a.m., the resident clarified that the staff member did not slap her but "tapped" her on the back but was "very rough" when turning her.</p> <p>On 8/1/23, Staff E Licensed Practical Nurse (LPN) stated Staff O worked the night shift on 7/31/23-8/1/23.</p> <p>Employee Time Card Reports revealed Staff O worked 21 shifts in July of 2023 from 7/2/23-7/29/23.</p> <p>An additional Time Card report revealed Staff O worked 7/31/23.</p> <p>On 8/1/23 at approximately 5:10 p.m., the Administrator stated the facility suspended Staff O.</p> <p>In a phone interview on 8/8/23 at 11:08 a.m., Staff O stated she was never rough with residents and never hit or slapped a resident. She stated she could not remember who Resident #276 was.</p> <p>2. The MDS assessment tool, dated 6/19/23, listed diagnoses for Resident #32 which included Alzheimer's disease, non-Alzheimer's dementia, and depression.</p>			
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	<p>The MDS stated the resident required extensive assistance of 2 staff for bed mobility, transfers, walking, dressing, toilet use, and personal hygiene, and completely depended on 2 staff for bathing. The MDS listed her BIMS score as 5 out of 15, indicating severely impaired cognition.</p> <p>A Care Plan entry, dated 3/3/22, stated the resident required assistance with Activities of Daily Living (ADLs).</p> <p>On 7/25/23 at 9:19 a.m., Resident #32 stated she had trouble with a "black guy" who was tall and slender (Staff Q CNA). She stated if she did not move as fast as he wanted her to he "yanks" at her and this made her feel bad. She stated someone came in and talked to her about the situation but she did not know who this was. She stated after this he was not supposed to care for her but he did. She stated there were other staff also who "jerk you around". She stated Staff Q wanted her to go to bed at 6:30 p.m. but she wanted to go to bed at 9:30 p.m. She stated she "loses" every night.</p> <p>On 7/26/23 at 10:21 a.m., Staff E stated residents complained that staff were rude, primarily on the night shift. She stated residents had been "manhandled" by the night shift. She stated residents asked to stay up late and the night shift told them they had to go to bed</p>			
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	<p>"now". She stated she heard from Resident #32 that Staff Q was rude and condescending. She stated there were residents that he was not allowed to care for. Staff E stated she questioned why he was working here and stated they needed to get him out of here. She stated she spoke to the DON about it and informed her staff had been rough.</p> <p>On 7/26/23 at 10:33 a.m., Staff D CNA stated 2 weekends ago, there was a complaint related to Staff Q and Resident #32. Staff D stated the resident told her Staff Q was "not nice". She stated Staff Q was not supposed to go in her room because "they clash". The resident told her that she didn't want to go to bed at 7:00 p.m. and Staff Q stated they were putting everyone to bed. Staff D stated she informed Staff W LPN about the situation.</p> <p>In a phone interview on 7/26/23 at 11:36 a.m., Staff C LPN stated that she recently turned in a statement related to Staff FF CNA. Staff GG CNA informed her that Resident #32 told her Staff FF was "rough" with her. Staff C stated Staff GG wrote out a statement and put it in the DON's door. She stated she thought the facility fired her. Staff C stated she did not work with Staff Q much but that he was rude to the residents.</p>				
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Facility Administrator

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	<p>On 7/26/23 at 12:42 p.m., Staff GG CNA stated Resident #32 thanked her for being here instead of Staff FF and the resident stated Staff FF was "rough and rude" with her. Staff GG stated she informed Staff C and wrote out a statement and taped it to the DON's door.</p> <p>On 7/26/23 at 10:46 a.m., Staff CC CNA stated there were a few residents down the 200 hall who preferred not to work with Staff Q. She stated Resident #32 reported to her that Staff Q "cussed at her" and made her go to bed right after dinner.</p> <p>On 7/26/23 at 4:07 p.m., the resident stated when staff were rough with her she felt "terrible".</p> <p>On 8/1/23 at 8:06 a.m., Staff II Social Services Assistant stated she was not sure of the time but staff had reported concerns to her about other staff. She stated a CNA came to her one morning and stated that Resident #32 stated one of the overnight staff would not provide her toileting assistance before they assisted her to bed and stated she alerted her call light around midnight and the staff member came in and took her oxygen off and pulled her call light out of the wall. She stated she completed a concern form and gave it to the DON and the Administrator at the time.</p>				
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	<p>In a phone interview on 8/1/23 at 4:00 p.m., Staff W LPN stated Resident #32 told her staff entered her room and turned the call light off. She stated she believed she left a note for the DON.</p> <p>An Employee Time Card Report revealed Staff Q worked 13 shifts in July of 2023 with his final shift 7/24/23.</p> <p>A review of Staff Q's employee file revealed no disciplinary actions or concern forms related to resident complaints prior to 7/24/23.</p> <p>On 7/25/23 at 11:02 a.m., the DON stated she heard complaints of staff being rude but received no other reports of staff being rough. She stated Resident #32 never complained about Staff Q and there was never a rule that he couldn't care for her.</p> <p>3. The MDS assessment tool, dated 7/19/23, listed diagnoses for Resident #7 which included anxiety disorder, depression, and muscle weakness. The MDS stated the resident required limited assistance of 1 staff for transfers and extensive assistance of 1 staff for bed mobility, dressing, toilet use, personal hygiene, and bathing. The MDS listed the resident's cognition as 15 out of 15, indicating intact cognition.</p>			
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	<p>A Care Plan entry, dated 12/2/20, stated the resident had an ADL deficit related to fatigue, chronic pain, and vision deficit.</p> <p>A 7/12/23 Night Shift Meeting Notes stated Resident #7 stated night staff was rude and she asked a CNA not to be so rough when touching her back and she acted like she did not hear her. Resident #7 asked her what her name was and she ignored her.</p> <p>A 7/12/23 Grievance Form stated Resident #7 reported there was a night shift staff who was rude to her and she would not tell her name. The Grievance Form Official Follow-up stated she had a meeting with the night shift and went over resident interviews that the nurse manager carried out.</p> <p>A 7/12/23 Night Shift Meeting Notes documented the following:</p> <ul style="list-style-type: none"> a. Resident #7 stated night staff was rude and she asked a CNA not to be so rough when touching my back and she acted like she did not hear her. Resident #7 asked her what her name was and she ignored her. b. Resident #40 stated an overnight worker was rude to him and they talked on the phone with ear buds in and did not engage with him during care. c. Resident #9 stated the overnight shifts are very loud and sat outside the resident rooms and talked on the 				
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	<p>phone. She stated staff did not answer call lights in a timely manner and when the CNAs come in to respond to the call lights they say "what do you want?" like they were inconvenienced by the residents need.</p> <p>d. Resident #36 stated one aide did not want to work with her and stated when she worked with her friends she came in to change her incontinent brief and her conversation was loud and it was a personal conversation. She stated it was "so rude".</p> <p>The facility lacked documentation of follow-up actions related to the 7/12/23 meeting concerns.</p> <p>A 7/17/23 Employee Disciplinary Form stated residents down two different hallways named Staff FF in 2 concerns, being rude and rough while providing cares. The form also stated that Staff FF told residents to "mind your own business". The form stated the resident would be suspended.</p> <p>A 7/17/23 Grievance Form stated that Resident #7 reported that the aide was in her room again and she said the same thing as before and she was Staff FF. The form stated that the staff member would be terminated.</p>				
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	<p>On 7/25/23 at 10:19 a.m., Resident #7 stated that the girls, mostly the overnight staff, were "rough" when they took care of her.</p> <p>On 7/26/23 at 1:37 p.m., she stated when staff were rough with her she didn't understand why they would do that to elderly people.</p> <p>4. The MDS assessment tool, dated 5/19/23, listed diagnoses for Resident #65 which included coronary artery disease, stroke, and low back pain. The MDS stated the resident required extensive assistance of 1 staff for personal hygiene and dressing, extensive assistance of 2 staff for bed mobility, transfers, and toilet use, and depended completely on 2 staff for bathing.</p> <p>Care Plan entries, dated 12/12/22 stated the resident needed assistance with ADLs related to weakness and decreased mobility.</p> <p>A 2/12/23 concern/Recommendation stated Resident #65 pulled his call light on the night shift 2/12/23 and did not have his urinal so he wet his bed. When the 2 aides came in to change him, they insisted he roll to be changed and when he said he couldn't because of his arm they got rough with him tossing(rolling) him back and forth, tugging and pulling on his bad arm.</p>			
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	<p>The facility lacked any follow-up to this concern form.</p> <p>On 8/1/23 at 8:06 a.m., Staff II Social Services Assistant stated Resident #65 had been here a year and he continuously did not get the help he deserved. She said he would scream when his call light was on and stated there could be multiple staff members at the nursing station and they just sat there and did not answer his light. She stated this was 4-5 months ago.</p> <p>5. The MDS assessment tool, dated 5/1/23, listed diagnoses for Resident #10, which included end stage renal(kidney) disease, diabetes, and arthritis. The MDS stated the resident required extensive assistance of 1 staff for dressing and personal hygiene and extensive assistance of 2 staff for bed mobility, and transfers. The MDS listed the resident's BIMS score as 15 out of 15, which indicated intact cognition.</p> <p>A 5/1/23 Care Plan entry stated the resident had a self-care performance deficit.</p> <p>On 7/26/23 at 10:44 a.m., Staff U LPN stated she wrote a statement regarding Resident #10 regarding his complaint about Staff HH being rough with him in the hoyer. She stated she thought she either wrote a</p>				
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	<p>statement or called the DON regarding the issue. She stated Staff HH returned to work after the allegation.</p> <p>Staff HH's file contained no disciplinary action or information related to Resident #10's complaint.</p> <p>6. The Resident Council Meeting minutes for May 2023 stated all residents agreed staff had a bad attitude and were rude, mainly the newer staff.</p> <p>Resident Council Meeting minutes for July 2023 stated residents felt that overnight staff did not check on them frequently enough to ensure their needs were met.</p> <p>Resident council Meeting minutes for June 2023 stated staff are "mean and disrespectful".</p> <p>The facility policy "Abuse Prevention, Identification, Investigation, and Reporting, revised 4/20/22, defined abuse to include verbal abuse and mental abuse, and mistreatment of a resident and stated resident must not be subjected to abuse by anyone.</p> <p>The facility policy "Abuse Prevention, Identification, Investigation, and Reporting", revised 4/20/22, stated all allegations of abuse would be reported to the State Agency within 24 hours of the alleged incident.</p>				
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	<p>The facility policy "Abuse Prevention, Identification, Investigation, and Reporting, revised 4/20/22, stated the facility would carry out an investigation of alleged allegations of abuse and complete documentation and collect supporting documents related to the alleged incident. The investigation should include resident assessments, notifications to the provider, and witness statements. The policy stated during the investigation, the facility would immediately implement measures to prevent further potential abuse by separating the employee accused of abuse from all residents.</p> <p>On 7/25/23 at 9:54 a.m., the Administrator stated she had received no allegations of abuse.</p> <p>On 7/26/23 at 10:13 a.m., Staff L CNA stated staff "verbally abuse" the residents and talk to them in a rude way. She said half of the staff are rude. She stated when she arrived at the facility at 6:00 a.m. for her shift, residents were soaking wet. She stated there was a resident which they made to go to bed early.</p> <p>On 7/27/23 at 9:14 a.m. the Administrator stated there were residents who had complaints about Resident Council and they had an in-service. She stated it sounded like there was resolution and then the issue occurred again. She stated they eliminated staff</p>			
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	<p>including Staff Q, FF, and HH. She stated she didn't handle anything related to staff being rough with Resident #10.</p> <p>On 7/27/23 at 1:01 p.m., the Administrator stated she did not have anything additional related to follow-ups for Resident Council other than the emails she sent on 7/26/23.</p> <p>In email correspondence, sent on 7/27/23 at 4:06 p.m., the DON stated she did not receive any specific staff grievances with the exception of the complaint about Staff FF from Resident #7.</p> <p>On 7/31/23 at 4:52 p.m., the Administrator stated if there were allegations of roughness, she expected staff interviews and resident interviews to be conducted and they would carry out a physical assessment. She stated they would ask more questions if there was an allegation of roughness.</p> <p>On 8/1/23 at 8:03 a.m., the Social Worker stated no one submitted any concerns to her about any staff but stated Staff II handled concerns regarding staff.</p> <p>On 8/2/23 at 1:53 p.m., the DON stated she expected to be informed about allegations of abuse. She stated</p>			
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58.43(9)	<p>they would suspend the alleged perpetrator, report to the State Agency, and complete an investigation.</p> <p>On 8/10/23 at 8:38 a.m., the Administrator stated staff should treat residents with dignity and respect and should not be utilizing their phones while providing cares. She stated the facility should report allegations of abuse to the State Agency within 2 hours and the facility would suspend the alleged perpetrator.</p> <p>481—58.43(135C) Resident abuse prohibited. Each resident shall receive kind and considerate care at all times and shall be free from mental, physical, sexual, and verbal abuse, exploitation, neglect, and physical injury. Each resident shall be free from chemical and physical restraints except as follows: when authorized in writing by a physician for a specified period of time; when necessary in an emergency to protect the resident from injury to the resident or to others, in which case restraints may be authorized by designated professional personnel who promptly report the action taken to the physician; and in the case of an intellectually disabled individual when ordered in writing by a physician and authorized by a designated qualified intellectual disabilities professional for use during behavior modification sessions. Mechanical supports used in normative situations to achieve</p>	CLASS I	\$6,500.00 (HELD IN SUSPENSION)	UPON RECEIPT
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	<p>proper body position and balance shall not be considered to be a restraint. (II) 58.43(9) Allegations of dependent adult abuse. Allegations of dependent adult abuse shall be reported and investigated pursuant to Iowa Code chapter 235E and 481—Chapter 52. (I, II, III)</p> <p>481—58.43(135C) Resident abuse prohibited. Each resident shall receive kind and considerate care at all times and shall be free from mental, physical, sexual, and verbal abuse, exploitation, neglect, and physical injury. Each resident shall be free from chemical and physical restraints except as follows: when authorized in writing by a physician for a specified period of time; when necessary in an emergency to protect the resident from injury to the resident or to others, in which case restraints may be authorized by designated professional personnel who promptly report the action taken to the physician; and in the case of an intellectually disabled individual when ordered in writing by a physician and authorized by a designated qualified intellectual disabilities professional for use during behavior modification sessions. Mechanical supports used in normative situations to achieve proper body position and balance shall not be considered to be a restraint. (II) 58.43(9) Allegations of dependent adult abuse. Allegations of dependent adult abuse shall be</p>			
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Facility Administrator

Date

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**Iowa Department of Inspections and Appeals
Health Facilities Division
Citation**

Citation Number: #10025		Date: September 21, 2023		
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	<p>reported and investigated pursuant to Iowa Code chapter 235E and 481—Chapter 52. (I, II, III)</p> <p>Based on clinical record review, policy review, staff interview, and resident interview, the facility staff failed to thoroughly investigate all allegations of abuse, and separate a possible abuser from residents. Five residents reported staff were rough during cares (Residents #7, #10, #32, #65, and #276). The facility lacked documentation of thorough investigations. The facility failed to conduct resident and staff interviews to determine the extent of the allegations, if other residents and/or staff involved. A serious adverse outcome was likely to occur as the facility failed to report and thoroughly investigate all allegations of abuse. One identified staff member whom residents reported an issue with remained actively working with access to all residents. Additionally, without the thorough investigation, it was unknown if other staff members could be identified</p> <p>Findings:</p>			
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	<p>1. The MDS (Minimum Data Set) assessment tool, dated 7/21/23, listed diagnoses for Resident #276 which included dislocation of the right hip and restless leg syndrome. The MDS stated the resident required limited assistance of 2 staff for bed mobility, extensive assistance of 1 staff for dressing and personal hygiene, extensive assistance of 2 staff for toilet use, and depended completely on 2 staff for transfers and bathing. The MDS listed the resident's Brief Interview for Mental Status (BIMS) score as 13 out of 15, indicating intact cognition.</p> <p>On 7/26/23 at 11:05 p.m., Staff O Certified Nursing Assistant (CNA) stated she worked night shift Mondays-Fridays and was responsible for both the skilled and the 300 hall. She said it was difficult to take care of everyone and stated call lights could remain on for a long time because when she was in one hall a call light may alert in the other hall. She stated she did not know how long the call lights were on because she was in the other hall. She stated she did not have time to get to everyone in a timely manner and stated the residents in the skilled hall were in pain and were "needy".</p> <p>On 7/27/23 at 2:25 p.m., Staff P CNA stated she was concerned regarding a complaint from Resident #276 that Staff O was rough with her. Staff P stated she</p>			
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	<p>turned in a statement to the DON but the DON stated she needed Staff O to cover staffing needs.</p> <p>On 7/27/23 at 2:33 p.m., the surveyor informed the Administrator about the concerns related to Staff O and she stated she would take care of it immediately. She stated staff were now bringing her concerns about staff to her but prior to her time here it was "pushed under the rug". She stated no one brought her any concerns related to Staff O prior to this.</p> <p>In email correspondence on 7/27/23 at 3:20 p.m., the Administrator stated Staff JJ Registered Nurse (RN) interviewed the resident and the resident stated Staff O "tapped" her on the arm. The email did not mention the resident reported the staff member was "rough".</p> <p>In email correspondence on 7/31/23 at 1:32 p.m., Staff JJ stated she met with the resident on 7/27/23 and the resident stated earlier in the week as she slept a CNA entered her room and tapped her on the shoulder and instructed her to roll over so she could provide cares. The resident stated she felt the staff member was "rough" and felt like the CNA was angry with a bed attitude which concerned her.</p> <p>In email correspondence on 7/27/23 at 4:20 p.m., the Administrator stated she spoke with Staff O and Staff O</p>			
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Facility Administrator

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	<p>stated the resident did not share any concerns with her and she had not been rough. The Administrator stated she informed all staff to be mindful when approaching residents not to startle them with a touch.</p> <p>On 7/31/23 at 10:38 a.m., Resident #276 stated that she had an incident where a staff member came into her room at 5:30 a.m. and "slapped" her on the back and was rough. She stated she informed one of the CNAs about it a couple of nights later. The resident stated this was uncalled for.</p> <p>In a phone interview on 7/31/23 at 3:30 p.m., Staff P stated she submitted a statement to the Social Worker and the DON regarding Staff O. She stated she submitted the note sometime in July and dated the note. She stated there was no follow-up completed related to her concerns.</p> <p>In email correspondence on 8/1/23, the Administrator stated they would discuss the process for reporting care concerns or roughness and stated the DON conducted staff interviews and no staff reported residents sharing concerns of staff being "rough".</p> <p>The facility lacked documentation of resident interviews or further investigation conducted as of 8/1/23 related to allegations of staff roughness.</p>				
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	<p>On 8/1/23 at 11:05 a.m., the resident clarified that the staff member did not slap her but "tapped" her on the back but was "very rough" when turning her.</p> <p>On 8/1/23, Staff E Licensed Practical Nurse (LPN) stated Staff O worked the night shift on 7/31/23-8/1/23.</p> <p>Employee Time Card Reports revealed Staff O worked 21 shifts in July of 2023 from 7/2/23-7/29/23.</p> <p>An additional Time Card report revealed Staff O worked 7/31/23.</p> <p>On 8/1/23 at approximately 5:10 p.m., the Administrator stated the facility suspended Staff O.</p> <p>In a phone interview on 8/8/23 at 11:08 a.m., Staff O stated she was never rough with residents and never hit or slapped a resident. She stated she could not remember who Resident #276 was.</p> <p>2. The MDS assessment tool, dated 6/19/23, listed diagnoses for Resident #32 which included Alzheimer's disease, non-Alzheimer's dementia, and depression. The MDS stated the resident required extensive assistance of 2 staff for bed mobility, transfers, walking, dressing, toilet use, and personal hygiene, and</p>			
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	<p>completely depended on 2 staff for bathing. The MDS listed her BIMS score as 5 out of 15, indicating severely impaired cognition.</p> <p>A Care Plan entry, dated 3/3/22, stated the resident required assistance with Activities of Daily Living (ADLs).</p> <p>On 7/25/23 at 9:19 a.m., Resident #32 stated she had trouble with a "black guy" who was tall and slender (Staff Q CNA). She stated if she did not move as fast as he wanted her to he "yanks" at her and this made her feel bad. She stated someone came in and talked to her about the situation but she did not know who this was. She stated after this he was not supposed to care for her but he did. She stated there were other staff also who "jerk you around". She stated Staff Q wanted her to go to bed at 6:30 p.m. but she wanted to go to bed at 9:30 p.m. She stated she "loses" every night.</p> <p>On 7/26/23 at 10:21 a.m., Staff E stated residents complained that staff were rude, primarily on the night shift. She stated residents had been "manhandled" by the night shift. She stated residents asked to stay up late and the night shift told them they had to go to bed "now". She stated she heard from Resident #32 that Staff Q was rude and condescending. She stated there were residents that he was not allowed to care for.</p>				
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	<p>Staff E stated she questioned why he was working here and stated they needed to get him out of here. She stated she spoke to the DON about it and informed her staff had been rough.</p> <p>On 7/26/23 at 10:33 a.m., Staff D CNA stated 2 weekends ago, there was a complaint related to Staff Q and Resident #32. Staff D stated the resident told her Staff Q was "not nice". She stated Staff Q was not supposed to go in her room because "they clash". The resident told her that she didn't want to go to bed at 7:00 p.m. and Staff Q stated they were putting everyone to bed. Staff D stated she informed Staff W LPN about the situation.</p> <p>In a phone interview on 7/26/23 at 11:36 a.m., Staff C LPN stated that she recently turned in a statement related to Staff FF CNA. Staff GG CNA informed her that Resident #32 told her Staff FF was "rough" with her. Staff C stated Staff GG wrote out a statement and put it in the DON's door. She stated she thought the facility fired her. Staff C stated she did not work with Staff Q much but that he was rude to the residents.</p> <p>On 7/26/23 at 12:42 p.m., Staff GG CNA stated Resident #32 thanked her for being here instead of Staff FF and the resident stated Staff FF was "rough and rude" with her. Staff GG stated she informed Staff C</p>				
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	<p>and wrote out a statement and taped it to the DON's door.</p> <p>On 7/26/23 at 10:46 a.m., Staff CC CNA stated there were a few residents down the 200 hall who preferred not to work with Staff Q. She stated Resident #32 reported to her that Staff Q "cussed at her" and made her go to bed right after dinner.</p> <p>On 7/26/23 at 4:07 p.m., the resident stated when staff were rough with her she felt "terrible".</p> <p>On 8/1/23 at 8:06 a.m., Staff II Social Services Assistant stated she was not sure of the time but staff had reported concerns to her about other staff. She stated a CNA came to her one morning and stated that Resident #32 stated one of the overnight staff would not provide her toileting assistance before they assisted her to bed and stated she alerted her call light around midnight and the staff member came in and took her oxygen off and pulled her call light out of the wall. She stated she completed a concern form and gave it to the DON and the Administrator at the time.</p> <p>In a phone interview on 8/1/23 at 4:00 p.m., Staff W LPN stated Resident #32 told her staff entered her room and turned the call light off. She stated she believed she left a note for the DON.</p>				
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	<p>An Employee Time Card Report revealed Staff Q worked 13 shifts in July of 2023 with his final shift 7/24/23.</p> <p>A review of Staff Q's employee file revealed no disciplinary actions or concern forms related to resident complaints prior to 7/24/23.</p> <p>On 7/25/23 at 11:02 a.m., the DON stated she heard complaints of staff being rude but received no other reports of staff being rough. She stated Resident #32 never complained about Staff Q and there was never a rule that he couldn't care for her.</p> <p>3. The MDS assessment tool, dated 7/19/23, listed diagnoses for Resident #7 which included anxiety disorder, depression, and muscle weakness. The MDS stated the resident required limited assistance of 1 staff for transfers and extensive assistance of 1 staff for bed mobility, dressing, toilet use, personal hygiene, and bathing. The MDS listed the resident's cognition as 15 out of 15, indicating intact cognition.</p> <p>A Care Plan entry, dated 12/2/20, stated the resident had an ADL deficit related to fatigue, chronic pain, and vision deficit.</p>			
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	<p>A 7/12/23 Night Shift Meeting Notes stated Resident #7 stated night staff was rude and she asked a CNA not to be so rough when touching her back and she acted like she did not hear her. Resident #7 asked her what her name was and she ignored her.</p> <p>A 7/12/23 Grievance Form stated Resident #7 reported there was a night shift staff who was rude to her and she would not tell her name. The Grievance Form Official Follow-up stated she had a meeting with the night shift and went over resident interviews that the nurse manager carried out.</p> <p>A 7/12/23 Night Shift Meeting Notes documented the following:</p> <ul style="list-style-type: none"> a. Resident #7 stated night staff was rude and she asked a CNA not to be so rough when touching my back and she acted like she did not hear her. Resident #7 asked her what her name was and she ignored her. b. Resident #40 stated an overnight worker was rude to him and they talked on the phone with ear buds in and did not engage with him during care. c. Resident #9 stated the overnight shifts are very loud and sat outside the resident rooms and talked on the phone. She stated staff did not answer call lights in a timely manner and when the CNAs come in to respond to the call lights they say "what do you want?" like they were inconvenienced by the residents need. 				
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	<p>d. Resident #36 stated one aide did no want to work with her and stated when she worked with her friends she came in to change her incontinent brief and her conversation was loud and it was a personal conversation. She stated it was "so rude".</p> <p>The facility lacked documentation of follow-up actions related to the 7/12/23 meeting concerns.</p> <p>A 7/17/23 Employee Disciplinary Form stated residents down two different hallways named Staff FF in 2 concerns, being rude and rough while providing cares. The form also stated that Staff FF told residents to "mind your own business". The form stated the resident would be suspended.</p> <p>A 7/17/23 Grievance Form stated that Resident #7 reported that the aide was in her room again and she said the same thing as before and she was Staff FF. The form stated that the staff member would be terminated.</p> <p>On 7/25/23 at 10:19 a.m., Resident #7 stated that the girls, mostly the overnight staff, were "rough" when they took care of her.</p>				
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	<p>On 7/26/23 at 1:37 p.m., she stated when staff were rough with her she didn't understand why they would do that to elderly people.</p> <p>4. The MDS assessment tool, dated 5/19/23, listed diagnoses for Resident #65 which included coronary artery disease, stroke, and low back pain. The MDS stated the resident required extensive assistance of 1 staff for personal hygiene and dressing, extensive assistance of 2 staff for bed mobility, transfers, and toilet use, and depended completely on 2 staff for bathing.</p> <p>Care Plan entries, dated 12/12/22 stated the resident needed assistance with ADLs related to weakness and decreased mobility. him tossing(rolling) him back and forth, tugging and pulling on his bad arm.</p> <p>The facility lacked any follow-up to this concern form.</p> <p>On 8/1/23 at 8:06 a.m., Staff II Social Services Assistant stated Resident #65 had been here a year and he continuously did not get the help he deserved. She said he would scream when his call light was on and stated there could be multiple staff members at the nursing station and they just sat there and did not answer his light. She stated this was 4-5 months ago.</p>				
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	<p>5. The MDS assessment tool, dated 5/1/23, listed diagnoses for Resident #10, which included end stage renal(kidney) disease, diabetes, and arthritis. The MDS stated the resident required extensive assistance of 1 staff for dressing and personal hygiene and extensive assistance of 2 staff for bed mobility, and transfers. The MDS listed the resident's BIMS score as 15 out of 15, which indicated intact cognition.</p> <p>A 5/1/23 Care Plan entry stated the resident had a self-care performance deficit.</p> <p>On 7/26/23 at 10:44 a.m., Staff U LPN stated she wrote a statement regarding Resident #10 regarding his complaint about Staff HH being rough with him in the hoyer. She stated she thought she either wrote a statement or called the DON regarding the issue. She stated Staff HH returned to work after the allegation.</p> <p>A 2/12/23 concern/Recommendation stated Resident #65 pulled his call light on the night shift 2/12/23 and did not have his urinal so he wet his bed. When the 2 aides came in to change him, they insisted he roll to be changed and when he said he couldn't because of his arm they got rough with</p>				
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	<p>Staff HH's file contained no disciplinary action or information related to Resident #10's complaint.</p> <p>6. The Resident Council Meeting minutes for May 2023 stated all residents agreed staff had a bad attitude and were rude, mainly the newer staff.</p> <p>Resident Council Meeting minutes for July 2023 stated residents felt that overnight staff did not check on them frequently enough to ensure their needs were met.</p> <p>Resident council Meeting minutes for June 2023 stated staff are "mean and disrespectful".</p> <p>The facility policy "Abuse Prevention, Identification, Investigation, and Reporting, revised 4/20/22, defined abuse to include verbal abuse and mental abuse, and mistreatment of a resident and stated resident must not be subjected to abuse by anyone.</p> <p>The facility policy "Abuse Prevention, Identification, Investigation, and Reporting", revised 4/20/22, stated all allegations of abuse would be reported to the State Agency within 24 hours of the alleged incident. the investigation, the facility would immediately implement measures to prevent further potential</p>			
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58.11(3)	<p>abuse by separating the employee accused of abuse from all residents.</p> <p>On 7/25/23 at 9:54 a.m., the Administrator stated she had received no allegations of abuse.</p> <p>On 7/26/23 at 10:13 a.m., Staff L CNA stated staff "verbally abuse" the residents and talk to them in a rude way. She said half of the staff are rude. She stated when she arrived at the facility at 6:00 a.m. for her shift, residents were soaking wet. She stated there was a resident which they made to go to bed early.</p> <p>On 7/27/23 at 9:14 a.m. the Administrator stated there were residents who had complaints about Resident Council and they had an in-service. She stated it sounded like there was resolution and then the issue occurred again. She stated they eliminated staff including Staff Q, FF, and HH. She stated she didn't handle anything related to staff being rough with Resident #10.</p> <p>On 7/27/23 at 1:01 p.m., the Administrator stated she did not have anything additional related to follow-ups for Resident Council other than the emails she sent on 7/26/23.</p>	CLASS I	\$500.00 (HELD IN SUSPENSION)	UPON RECEIPT	
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	<p>In email correspondence, sent on 7/27/23 at 4:06 p.m., the DON stated she did not receive any specific staff grievances with the exception of the complaint about Staff FF from Resident #7.</p> <p>The facility policy "Abuse Prevention, Identification, Investigation, and Reporting, revised 4/20/22, stated the facility would carry out an investigation of alleged allegations of abuse and complete documentation and collect supporting documents related to the alleged incident. The investigation should include resident assessments, notifications to the provider, and witness statements. The policy stated during</p> <p>On 7/31/23 at 4:52 p.m., the Administrator stated if there were allegations of roughness, she expected staff interviews and resident interviews to be conducted and they would carry out a physical assessment. She stated they would ask more questions if there was an allegation of roughness.</p> <p>On 8/1/23 at 8:03 a.m., the Social Worker stated no one submitted any concerns to her about any staff but stated Staff II handled concerns regarding staff.</p> <p>On 8/2/23 at 1:53 p.m., the DON stated she expected to be informed about allegations of abuse. She stated</p>				
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Facility Administrator

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Citation**

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	<p>they would suspend the alleged perpetrator, report to the State Agency, and complete an investigation.</p> <p>On 8/10/23 at 8:38 a.m., the Administrator stated staff should treat residents with dignity and respect and should not be utilizing their phones while providing cares. She stated the facility should report allegations of abuse to the State Agency within 2 hours and the facility would suspend the alleged perpetrator.</p> <p>481—58.11(135C) Personnel. (3) Which presents a substantial possibility of harming others, and (I, II, III)</p> <p>135C.33 Employees and certified nurse aide trainees — child or dependent adult abuse information and criminal record check options — evaluations — application to other providers — penalty. 1. b. Prior to employment of a person in a facility or with a provider as specified in subsection 5, the facility or provider shall do one of the following: (1) Request that the department of public safety perform a criminal history check and the department of human services</p>			
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	<p>perform child and dependent adult abuse record checks of the person in this state.</p> <p>Based on employee personnel files, policy review, and staff interview, the facility failed to ensure 1 of 8 staff reviewed had current Dependent Adult Abuse (DAA) Mandatory Reporter Training. The facility also failed to perform a criminal history and abuse registry check before hire for 1 of 6 staff reviewed (Staff B). The facility reported a census of 79 residents.</p> <p>Findings included:</p> <p>1. The facility policy "Abuse Prevention, Identification, Investigation, and Reporting", revised 4/20/22, stated each employee shall complete depended adult abuse identification and reporting training every 3 years.</p> <p>An undated facility document listed Staff O Certified Nursing Assistant (CNA) hire date as 10/12/21.</p> <p>Review of Staff O's personnel file revealed the following: Staff O completed. DAA Mandatory Report Training on 1/25/20. The certificate directed the staff member to complete a refresher course within the next 3 years.</p>			
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	<p>Staff O completed DAA Mandatory Report Training on 8/1/23.</p> <p>The facility lacked documentation that Staff O completed DAA Mandatory Reporter's Training from 1/25/23-8/1/23.</p> <p>In email correspondence on 8/10/23 at 11:32 a.m., the Administrator stated she did not have further documentation related to Staff Os DAA Mandatory Reporter's Training.</p> <p>On 8/10/23 at 8:38 a.m., the Administrator stated staff DAA Mandatory Reporter's Training should be current.</p> <p>2. A List of all Employees form showed Staff B Licensed Practical Nurse (LPN) had a hire date of 2/7/23.</p> <p>A review of Staff B's personnel file revealed it lacked a criminal background and abuse registry checks.</p> <p>On 7/26/23 at 8:11 a.m. the Administrator stated they did not have a criminal or abuse registry check for Staff B.</p> <p>The facility Abuse Prevention, Identification, Investigation, and Reporting policy revised 4/20/22</p>			
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	<p>documented the facility would conduct an Iowa criminal record check and dependent adult/child abuse registry checks on all prospective employees prior to hire.</p> <p>FACILITY RESPONSE:</p>			
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