

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

Citation Number: #6476		Date: March 10, 2017		
Facility Name: Woodward Resource Center		Survey Dates: February 13-16, 2017		
Facility Address/City/State/Zip				
1251 334 <sup>th</sup> Street Woodward, Iowa 50276		DS		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

64.33(1)	481-64.33(135C) Allegations of dependent adult abuse.	II	\$500	Upon Receipt
+	64.33(1) 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)			
235E.2 3a	235E.2 Dependent adult abuse reports in facilities and programs.			
+	3 a. If a staff member or employee is required to make a report pursuant to this section, the staff member or employee shall immediately notify the person in charge or the person's designated agent who shall then notify the department within twenty-four hours of such notification. If the person in charge is the alleged dependent adult abuser, the staff member shall directly report the abuse to the department within twenty-four hours.			
52.2(2)a	481-52.2 (235E) Persons who must report dependent adult abuse and the reporting procedure for those persons. 52.2(2) Reporting suspected dependent adult abuse in facilities or programs. a. If a staff member or employee is required to make a report pursuant to this rule, the staff member or employee shall immediately notify the person in charge or the person's designated agent who shall then notify the department within 24 hours of such notification or the next business			

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+  <b>W153</b>	<p>day.</p> <p>The facility must ensure that all allegations of mistreatment, neglect or abuse, as well as injuries of unknown source, are reported immediately to the administrator or to other officials in accordance with State law through established procedures.</p> <p>Based on interviews and record review, the facility failed to ensure staff immediately reported incidents of potential mistreatment/abuse. This affected 2 of 2 clients reviewed (Client #2 and Client #6).</p> <p>Findings follow:</p> <p>1. Record review on 2/13/17 revealed an Incident Report (IR), dated 1/6/17. The report noted the Resident Treatment Supervisor (RTS) received a report that Client #2 had been verbally abused by a staff member.</p> <p>Additional record review revealed the facility's Type 1 Investigation Report, dated 1/6/17. The investigation description included determination of whether Resident Treatment Worker (RTW) A made the comment, "I am going to kick your ass," while in the presence of clients in the room and whether he told Client #2, "When you scream like</p>			
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	<p>that, it makes me horny." The investigation report identified RTWs B and C as reporters who overheard the comments.</p> <p>When interviewed on 2/13/17 at 2:15 p.m., RTW B confirmed she worked at Client #2's home on 12/24/16. She said she walked through the living room and heard RTW A make a comment to Client #2 that his/her screaming made him horny. RTW B said she thought RTW A was being funny so she didn't immediately report the statement to anyone. She told the surveyor the statement was inappropriate and staff shouldn't talk to clients in that manner. She confirmed she thought about the statement later and reported it to the RTS on 1/6/17.</p> <p>When interviewed on 2/14/17 at 2:30 p.m., RTW C confirmed she heard RTW A make a comment implying he would kick someone's ass while working at 103 Franklin. She confirmed she was unsure who RTW A meant, but stated several clients sat in the room at the time. She confirmed the comment should not be made toward any client. She estimated she heard the comment approximately a week before she reported it. She said she told the RTS about the comment on 1/6/17.</p> <p>2. Record review on 2/14/17 revealed an IR</p>			
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	<p>written by RTW D on 1/24/17. The IR involved Client #2 and noted on 12/24/16, RTW A sat with him/her while he/she ate. The report recorded RTW A swore at Client #2 three to four times when he/she reached out to touch him. In addition, another IR entered by RTW D on 1/24/17 noted RTW A made comments to Client #6 throughout the evening shift on 12/24/16. The report noted Client #6 "seemed confused and shocked" by the statements.</p> <p>Further record review on 2/14/17 revealed a facility Type 1 Investigation Report assigned on 1/24/17. The investigation included allegations that RTW A swore at Client #2 on 12/24/16 and made statements to shock and confuse Client #6 on 12/24/16.</p> <p>When interviewed on 2/14/17 at 9:25 a.m., RTW D confirmed she worked on the women's side of the house with RTW A on 12/24/16. She recalled RTW A sat at the table with Client #2 and swore at him/her when he/she reached out and touched his arm. She estimated he swore at him/her 3 - 4 times during the evening meal. She said she didn't report the incident because she was new to the house and she assumed other staff would report RTW A's behavior.</p>			
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	<p>RTW D further stated RTW A made inappropriate comments to Client #6 including: When Client #6 asked who was winning the football game on television, RTW A responded, "Satan." When Client #6 asked RTW A what he would have for supper, RTW A replied, "My son, his arms and legs."</p> <p>When interviewed on 2/14/17 at 10:15 a.m., RTW E recalled she talked with RTW D approximately a month ago about inappropriate comments made by RTW A on 12/24/16. She stated RTW D said RTW A told Client #6 Santa Claus died. She considered the comment mean because Client #6 loved Santa Claus.</p> <p>3. Record review on 2/13/17 revealed the facility Incident Management policy. Reporting Requirements noted employees shall immediately report incidents of potential abuse. The policy defined verbal abuse as: "an oral (including tone of voice), written or gestured language to belittle, ridicule, scorn, assault, dehumanize, otherwise denigrate, socially stigmatize, or show contempt for an individual. Such behaviors include but are not limited to: Yelling, swearing, name calling, teasing, insulting or use of disrespectful or derogatory terms to describe an individual".</p> <p>When interviewed on 2/15/17 at 2:03 p.m., RTW</p>			
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	<p>A confirmed he swore in the home but not at any client.</p> <p>When interviewed on 2/16/17 at 9:03 a.m., the Director of Quality Management, confirmed staff should report suspected abuse immediately per facility policy. At 9:20 a.m., she confirmed RTW A's alleged behavior towards Clients #2 and #6 should have been reported immediately.</p> <p><b>FACILITY RESPONSE:</b></p>			
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