

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

Citation Number: 6518	Fine amount reduced by 35% to \$1,950.00 on May 10, 2017 pursuant to Iowa Code Section 135C.43A	Date: May 4, 2017
Facility Name: Glenwood Resource Center		Survey Dates: April 3-20, 2017
Facility Address/City/State/Zip 711 South Vine St Glenwood, IA. 51534	HL/CC	Investigations #67472-I, 67665-I, and #67555-I #67101-I, #67390, #67247-I, & 67473 were conducted at this time.
Rule or Code Section	Nature of Violation	Class Fine Amount Correction date

135C.44	135C.44 Treble fines for repeated violations. The penalties authorized by section 135C.36 shall be trebled for a second or subsequent class I or class II violation occurring within any twelve-month period if a citation was issued for the same class I or class II violation occurring within that period and a penalty was assessed therefor. [C77, 79, 81, §135C.44]481—56.6 (135C) Treble and double fines.	II	\$1,500.00 Treble Fine (\$500..X3)	Upon Receipt
56.6(1)	56.6(1) Treble fines for repeated violations. The director of the department of inspections and appeals shall treble the penalties specified in rule 481—56.3(135C) for any second or subsequent class I or class II violation occurring within any 12-month period, if a citation was issued for the same class I or class II violation occurring within that period and a penalty was assessed therefor.			
64.60	481-64.60(135C) Federal regulations adopted - conditions of participation. Regulations in 42 CFR Part 483, Subpart D, and Sections 410 to 480 effective October 3, 1988, are adopted by reference and incorporated as part of these rules. A copy of these regulations is available on request from the Health Facilities Division, Department of Inspections and Appeals, Lucas State Office Building, Des Moines, Iowa 50319. Classification of violations is I, II, and III, determined by the division using the provision in 481-Chapter 56, Fining and Citations," to enforce a fine to cite a facility.			

Facility Administrator

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711 South Vine St Glenwood, IA. 51534					
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W122	<p>This rule is intended to implement Iowa Code Section 135C.2(3).</p> <p>483.420 Client Protections The facility must ensure that specific client protections requirements are met.</p> <p>DESCRIPTION:</p> <p>Based on interviews and record reviews, the facility failed to comply with the Condition of Participation: Client Protections. This was evidenced by facility failure to: a) conduct thorough investigations of incidents of unknown origin/suspicious injuries/possible abuse, b) follow the incident management policy and investigate injuries of unknown origin, c) ensure staff immediately reported allegations of abuse. This potentially affected all clients residing at Glenwood Resource Center.</p> <p>Cross-reference W104: Based on interviews and record reviews, the governing body failed to provide adequate direction and oversight to ensure consistent implementation of policy and procedure to ensure the health and safety of clients. The facility failed to consistently implement policies and procedures regarding incident management, including investigation of suspicious injuries of unknown origin and reporting allegations of abuse. Facility staff failed to complete thorough investigations into injuries of unknown origin and therefore could not confirm or deny injuries were potentially the result of abuse, neglect, or mistreatment.</p>				
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W104	<p>Cross-reference W154: Based on interviews and record review, the facility failed to conduct thorough investigation into suspicious injuries of unknown origin.</p> <p>Cross-reference W156: Based on interviews and record reviews the facility failed to report results of incident investigations according to the facility Incident Management Policy. The facility failed to complete a thorough investigation of all incidents of unknown origin until identified during the annual survey. Due to the lack of thoroughness in the investigative process, the facility was unable to report results to the administrator and appropriate agencies within five working days of the incidents.</p> <p>On 4/6/17 at approximately 3:20 p.m., Immediate Jeopardy was determined based on the facility's failure to ensure appropriate action taken regarding suspicious injuries of unknown origin. This included, but was not limited to: failure to thoroughly investigate suspicious injuries of unknown origin and failure to failure to report to the appropriate state agency. The facility developed a plan to remove the IJ, which included training of Treatment Program Managers on steps to complete during the investigative process and completion of documentation. The facility also made the necessary reports where appropriate and completed investigations of suspicious injuries of unknown origin which had been identified during the survey. The Immediate Jeopardy was removed 4/20/17.</p>			
	483.410(a)(1) Governing Body The governing body must exercise general policy,			

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	<p>budget, and operating direction over the facility.</p> <p>Based on interviews and record reviews, the governing body failed to provide adequate direction and oversight to ensure consistent implementation of policy and procedure to ensure the health and safety of clients. The facility failed to consistently implement policies and procedures regarding incident management, including investigation of suspicious injuries of unknown origin and reporting allegations of abuse. This potentially affected all clients residing at Glenwood Resource Center.</p> <p>Findings follow:</p> <p>1. See W154 for specific information regarding the facility's failure to complete thorough investigations into suspicious injuries of unknown origin.</p> <p>Record review on 4/3/17 revealed Glenwood Resource Center Policy Number: 07-38, effective 11/2/07, regarding Incident Management. Page 13 of the policy regarding Type 2 Incident Reviews documented, "All incidents that are not investigated as Type 1 shall be reviewed by supervisory/administrative staff that have successfully completed competency-based training for incident reviews to evaluate the cause of the incident, the impact on the individual, and the need for corrective actions." The policy further directed, "... The QIDP (Qualified Intellectual Disability Professional) shall review all incident reports after the supervisory/administrative staff review has been completed to review for: Completeness of the report, whether appropriate corrective action was identified,</p>			
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W154	<p>and whether a required clinical and Interdisciplinary Team review was completed."</p> <p>On 4/6/17 at 3:00 p.m. Treatment Program Administrator (TPM) A stated the TPMs were responsible for completing the Type 2 investigations on all Injuries of unknown origin. She further stated the TPM's should complete a thorough investigation interviewing as many people as possible and on all shifts too attempt determine the cause of the unknown injury.</p> <p>483.420(d)(3) Staff Treatment of Clients The facility must have evidence that all alleged violations are thoroughly investigated.</p> <p>Based on interviews and record reviews, the facility failed to conduct thorough investigation into suspicious injuries of unknown origin. This pertained to 2 sample clients (Clients #8 and #14) and 7 clients added to the sample (Clients #23, #24,#27, #28, #29, #30, #31).</p> <p>Findings follow:</p> <p>1. Record review on 4/3/17 revealed the following:</p> <p>a. Client #27's Type 2 Incident Review (IR), dated 2/24/17. The IR revealed on 2/24/17 at 2:45 p.m. Resident Treatment Worker (RTW) C assisted Client #27 with changing his/her shirt. They noticed a bruise of unknown origin on the top of his/her right breast the size of a half dollar.</p> <p>When interviewed on 4/6/17 at 8:30 a.m. Treatment</p>			
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<p>Program Manager (TPM) D confirmed he failed to complete a thorough Type 2 investigation into the incident on 2/24/17 with Client #27. TPM D stated he interviewed two staff, one on a.m. shift and one on p.m. shift, but failed to interview any staff on the overnight shift. He further stated he thought the injury likely occurred from bumping a table; however, he wasn't certain how the injury occurred.</p> <p>b. Client #8's Type 2 IR, dated 3/6/17. The IR revealed on 3/6/17 RTW D assisted Client #8 in undressing for his/her shower. Staff found a red mark on the inner left thigh three centimeters (cm) long approximately where the elastic line of his/her pull up was located. The injury was documented as an injury of unknown origin.</p> <p>When interviewed on 4/6/17 at 8:30 a.m. TPM D confirmed he failed to complete a thorough Type 2 investigation into the incident reported on 3/6/17 with Client #8. He stated Client #8 was on 1 to 1 supervision on the overnight shift, due to getting up during the night and documented falls. TPM D stated he failed to interview the staff who worked with Client #8 on the night shift as well as all other shifts.</p> <p>c. Client #28's Type 2 IR dated 3/26/17 at 9:41 p.m. The IR revealed on 3/26/17 at 9:41 p.m., when RTW E assisted Client #28 with cares, they noticed two bruises on his/her left upper thigh and three small bruises on his/her right upper thigh of unknown origin.</p> <p>When interviewed on 4/6/17 at 8:30 a.m. TPM D confirmed he failed to complete a thorough Type 2 investigation into the incident of unknown origin. TPM</p>				
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	<p>D stated he talked to Client #28, but did not document the conversation. TPM D stated he failed to interview any other shifts and made an assumption to how the injuries occurred; however, the injuries remained unknown.</p> <p>d. Client #29's Type 2 IR dated 3/3/17 at 1:17 a.m. The IR revealed staff noticed dried blood on Client #29's upper, inner thigh by groin area, similar to that of menstruation. Area was cleaned and staff reported to the nurse who determined, due to the client having total hysterectomy, the dried blood could not have been from menstruation. Further nursing assessment revealed a small scratch near the clitoris.</p> <p>When interviewed on 4/10/17 at 12:00 p.m. TPM E stated she failed to document a nurse's statement she caused the injury during insertion of a rectal tube and Client #29 being agitated during cares. However, during an interview on 4/10/17 at 2:00 p.m. Nurse A contradicted the statement. Nurse A stated she was aware of the injury and discussed possible reasons for the injury, including inserting the rectal tube. She stated did not see any injury and was not aware that an injury occurred until later the following day.</p> <p>TPM E did not interview other staff on all shifts to determine the cause of the injury of unknown origin. TPM E confirmed she did not complete a thorough Type 2 investigation into the incident on 3/3/17 with Client #29.</p> <p>e. Client #14's Type 2 IR, dated 2/26/17 at 1:15 p.m. The IR revealed on 2/26/17 at 1:15 p.m. RTW G laid</p>			
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	<p>Client #14 down and noticed a small thin scratch around his/her pelvic area of unknown origin. The scratch was around 3 inches long and red in color.</p> <p>When interviewed on 4/10/17 at 12:05 p.m. TPM E confirmed she failed to complete a thorough Type 2 investigation into the incident with Client #14 on 2/26/17. TPM E stated the scratch was near where the brief would touch the skin, and most likely caused the injury. She further stated she did not talk to or interview any other staff working on any of the other shifts therefore the injury remained unknown.</p> <p>f. Client #30's Type 2 IR, dated 2/26/17 at 1:35 a.m. The IR revealed RTW H assisted Client #30 with personal cares and noticed two small scrapes on his/her left upper buttocks.</p> <p>When interviewed on 4/10/17 at 12:10 p.m. TPM E confirmed she failed to complete a thorough Type 2 investigation into the incident of unknown origin dated 2/26/17 at 1:35 a.m. She stated she did not interview any other staff to obtain information and concluded, by herself, the injury was caused by the Velcro on his/her brief.</p> <p>g. Client #23's Type 2 IR dated 3/8/17 at 8:15 a.m. The IR revealed a RTW noted 2 bruises on the client's upper leg of unknown origin. TPM A stated she talked to the a.m./p.m. staff, checked the environment and observed how the client maneuvered and sat in the home. She confirmed she failed to document all of her actions and thus did not complete a thorough investigation according to the document.</p>			
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	<p>h. Client #24's Type 2 IR, dated 3/9/17. According to the IR, staff noticed a blue bruise with a red/purple on center on the client's right thigh. The origin of the bruise was unknown.</p> <p>When interviewed on 4/6/17 at 9:30 a.m. TPM A confirmed she failed to document a thorough investigation into Client #24's bruise of unknown origin on his/her thigh. TPM A stated she talked to the a.m. and p.m. staff and checked the environment, but failed to document the information. Further interview with RTW B on 4/11/17 revealed she did not think the TPM discussed the incident with her even though she was the one who reported the bruise and was a regular staff in the house.</p> <p>i. Client #31's Type 2 IR, dated 3/12/17. The IR revealed, during routine care, a RTW discovered 2 large scratches on the client's right buttocks and a medium scratch and abrasion on the left buttocks of unknown origin. In the analysis and recommendation section, Resident Treatment Supervisor (RTS) A documented two staff interviewed without listing the specific time and date. RTS A concluded, after talking to staff and nurse, it appeared the client had irritated an area and scratched at it, making the scratch marks on his/her skin. TPM G concluded the client most likely scratched him/herself, due to a history of several IRs within the past several months for scratching himself/herself in the same area. No specific recommendations for prevention of repeated incidents were made by TPM G.</p>			
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	<p>When interviewed on 4/10/17 at 11:00 a.m. TPM G stated she did not complete any further interviews regarding Client #31's scratches; therefore, did not complete a thorough investigation. She understood interviews were only completed with third shift staff, but not on other shifts because the scratches generally occurred while the client was in bed. TPM G stated staff tried to keep the client's fingernails trimmed but did not make any further recommendations regarding prevention of injury.</p> <p>Record review on 4/3/17 revealed Glenwood Resource Center Policy Number: 07-38, effective 11/2/07, regarding Incident Management. Page 13 of the policy regarding Type 2 Incident Reviews documented, "All incidents that are not investigated as Type 1 shall be reviewed by supervisory/administrative staff that have successfully completed competency-based training for incident reviews to evaluate the cause of the incident, the impact on the individual, and the need for corrective actions." The policy further directed, "... The QIDP (Qualified Intellectual Disability Professional) shall review all incident reports after the supervisory/administrative staff review has been completed to review for: Completeness of the report, whether appropriate corrective action was identified, and whether a required clinical and Interdisciplinary Team review was completed."</p> <p>On 4/6/17 at 3:00 p.m. Treatment Program Administrator A stated the TPMs were responsible for completing the Type 2 investigations on all injuries of unknown origin. She further stated the TPM's should complete a thorough investigation interviewing as</p>			
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W156	<p>many people as possible and on all shifts too attempt determine the cause of the unknown injury.</p> <p>On 4/6/17 at approximately 3:20 p.m., Immediate Jeopardy was determined based on the facility's failure to ensure thorough investigations were completed on suspicious injuries of unknown origin. The facility developed a plan to remove the IJ, which included training of Treatment Program Managers on steps to complete during the investigative process and completion of documentation. The facility also completed investigations of suspicious injuries of unknown origin which had been identified during the survey.</p> <p>483.420(d)(4)Staff treatment of Clients The results of all investigations must be reported to the administrator or designated representative or to other officials in accordance with State law within five working days of the incident.</p> <p>Based on interviews and record reviews the facility failed to report results of incident investigations according to the facility Incident Management Policy. The facility failed to complete a thorough investigation of all incidents of unknown origin until identified during the annual survey. Due to the lack of thoroughness in the investigative process, the facility was unable to report results to the administrator and appropriate agencies within five working days of the incidents. This pertained to 2 sample clients (Clients #8 and #14) and 7 clients added to the sample (Clients #23, #24, #27, #28, #29, #30, #31). Findings follow:</p>			
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	<p>1. Record review on 4/3/17 revealed the following:</p> <p>a. Client #27's Type 2 Incident Review (IR), dated 2/24/17. The IR revealed on 2/24/17 at 2:45 p.m. Resident Treatment Worker (RTW) C assisted Client #27 with changing his/her shirt. They noticed a bruise of unknown origin on the top of his/her right breast the size of a half dollar.</p> <p>When interviewed on 4/6/17 at 8:30 a.m. Treatment Program Manager (TPM) D confirmed he failed to complete a thorough Type 2 investigation into the incident on 2/24/17 with Client #27. TPM D stated he interviewed two staff, one on a.m. shift and one on p.m. shift, but failed to interview any staff on the overnight shift. He further stated he thought the injury likely occurred from bumping a table; however, he wasn't certain how the injury occurred.</p> <p>b. Client #8's Type 2 IR, dated 3/6/17. The IR revealed on 3/6/17 RTW D assisted Client #8 in undressing for his/her shower. Staff found a red mark on the inner left thigh three centimeters (cm) long approximately where the elastic line of his/her pull up was located. The injury was documented as an injury of unknown origin.</p> <p>When interviewed on 4/6/17 at 8:30 a.m. TPM D confirmed he failed to complete a thorough Type 2 investigation into the incident reported on 3/6/17 with Client #8. He stated Client #8 was on 1 to 1 supervision on the overnight shift, due to getting up during the night and documented falls. TPM D stated he failed to interview the staff who worked with Client</p>			
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	<p>#8 on the night shift as well as all other shifts.</p> <p>c. Client #28's Type 2 IR dated 3/26/17 at 9:41 p.m. The IR revealed on 3/26/17 at 9:41 p.m., when RTW E assisted Client #28 with cares, they noticed two bruises on his/her left upper thigh and three small bruises on his/her right upper thigh of unknown origin.</p> <p>When interviewed on 4/6/17 at 8:30 a.m. TPM D confirmed he failed to complete a thorough Type 2 investigation into the incident of unknown origin. TPM D stated he talked to Client #28, but did not document the conversation. TPM D stated he failed to interview any other shifts and made an assumption to how the injuries occurred; however, the injuries remained unknown.</p> <p>d. Client #29's Type 2 IR dated 3/3/17 at 1:17 a.m. The IR revealed staff noticed dried blood on Client #29's upper, inner thigh by groin area, similar to that of menstruation. Area was cleaned and staff reported to the nurse who determined, due to the client having total hysterectomy, the dried blood could not have been from menstruation. Further nursing assessment revealed a small scratch near the clitoris.</p> <p>When interviewed on 4/10/17 at 12:00 p.m. TPM E stated she failed to document a nurse's statement she caused the injury during insertion of a rectal tube and Client #29 being agitated during cares. However, during an interview on 4/10/17 at 2:00 p.m. Nurse A contradicted the statement. Nurse A stated she was aware of the injury and discussed possible reasons for the injury, including inserting the rectal tube. She</p>			
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Facility Name: Glenwood Resource Center		Survey Dates: April 3-20, 2017
Facility Address/City/State/Zip 711 South Vine St Glenwood, IA. 51534	HL/CC	Investigations #67472-I, 67665-I, and #67555-I #67101-I, #67390, #67247-I, & 67473 were conducted at this time.
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	<p>stated did not see any injury and was not aware that an injury occurred until later the following day.</p> <p>TPM E did not interview other staff on all shifts to determine the cause of the injury of unknown origin. TPM E confirmed she did not complete a thorough Type 2 investigation into the incident on 3/3/17 with Client #29.</p> <p>e. Client #14's Type 2 IR, dated 2/26/17 at 1:15 p.m. The IR revealed on 2/26/17 at 1:15 p.m. RTW G laid Client #14 down and noticed a small thin scratch around his/her pelvic area of unknown origin. The scratch was around 3 inches long and red in color.</p> <p>When interviewed on 4/10/17 at 12:05 p.m. TPM E confirmed she failed to complete a thorough Type 2 investigation into the incident with Client #14 on 2/26/17. TPM E stated the scratch was near where the brief would touch the skin, and most likely caused the injury. She further stated she did not talk to or interview any other staff working on any of the other shifts therefore the injury remained unknown.</p> <p>f. Client #30's Type 2 IR, dated 2/26/17 at 1:35 a.m. The IR revealed RTW H assisted Client #30 with personal cares and noticed two small scrapes on his/her left upper buttocks.</p> <p>When interviewed on 4/10/17 at 12:10 p.m. TPM E confirmed she failed to complete a thorough Type 2 investigation into the incident of unknown origin dated 2/26/17 at 1:35 a.m. She stated she did not interview any other staff to obtain information and concluded, by</p>			
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	<p>herself, the injury was caused by the Velcro on his/her brief.</p> <p>g. Client #23's Type 2 IR dated 3/8/17 at 8:15 a.m. The IR revealed a RTW noted 2 bruises on the client's upper leg of unknown origin. TPM A stated she talked to the a.m./p.m. staff, checked the environment and observed how the client maneuvered and sat in the home. She confirmed she failed to document all of her actions and thus did not complete a thorough investigation according to the document.</p> <p>h. Client #24's Type 2 IR, dated 3/9/17. According to the IR, staff noticed a blue bruise with a red/purple on center on the client's right thigh. The origin of the bruise was unknown.</p> <p>When interviewed on 4/6/17 at 9:30 a.m. TPM A confirmed she failed to document a thorough investigation into Client #24's bruise of unknown origin on his/her thigh. TPM A stated she talked to the a.m. and p.m. staff and checked the environment, but failed to document the information. Further interview with RTW B on 4/11/17 revealed she did not think the TPM discussed the incident with her even though she was the one who reported the bruise and was a regular staff in the house.</p> <p>i. Client #31's Type 2 IR, dated 3/12/17. The IR revealed, during routine care, a RTW discovered 2 large scratches on the client's right buttocks and a medium scratch and abrasion on the left buttocks of unknown origin. In the analysis and recommendation section, Resident Treatment Supervisor (RTS) A</p>			
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	<p>documented two staff interviewed without listing the specific time and date. RTS A concluded, after talking to staff and nurse, it appeared the client had irritated an area and scratched at it, making the scratch marks on his/her skin. TPM G concluded the client most likely scratched him/herself, due to a history of several IRs within the past several months for scratching himself/herself in the same area. No specific recommendations for prevention of repeated incidents were made by TPM G.</p> <p>When interviewed on 4/10/17 at 11:00 a.m. TPM G stated she did not complete any further interviews regarding Client #31's scratches; therefore, did not complete a thorough investigation. She understood interviews were only completed with third shift staff, but not on other shifts because the scratches generally occurred while the client was in bed. TPM G stated staff tried to keep the client's fingernails trimmed but did not make any further recommendations regarding prevention of injury.</p> <p>Record review on 4/3/17 revealed the facility's policy regarding incident management, effective 11/2/07. Page 13 of the policy regarding Type 2 Incident Reviews documented, "All incidents that are not investigated as Type 1 shall be reviewed by supervisory/administrative staff and that have successfully completed competency-based training for incident reviews to evaluate the cause of the incident, the impact on the individual, and the need for corrective actions." Additionally, the Qualified Intellectual Disability Professional shall review all incident reports after the supervisory/administrative</p>			
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	<p>staff review has been completed to review for: "Completeness of the report, whether appropriate corrective action was identified, and whether a required clinical and Interdisciplinary Team review was completed." The policy also documented all incident reviews should be completed within five working days of the reporting of the incident.</p> <p>On 4/6/17 at 3:00 p.m. Treatment Program Administrator A stated the TPMs were responsible for completing the Type 2 investigations on all Injuries of unknown origin. She further stated the TPM's should complete a thorough investigation interviewing as many people as possible and on all shifts too attempt determine the cause of the unknown injury.</p> <p>FACILITY RESPONSE:</p>			
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135C.44	135C.44 Treble fines for repeated violations. The penalties authorized by section 135C.36 shall be trebled for a second or subsequent class I or class II violation occurring within any twelve-month period if a citation was issued for the same class I or class II violation occurring within that period and a penalty was assessed therefor. [C77, 79, 81, §135C.44]481—56.6 (135C) Treble and double fines.	II	\$1,500.00 (Treble fine \$500x3)	Upon Receipt
56.6(1)	56.6(1) <i>Treble fines for repeated violations.</i> The director of the department of inspections and appeals shall treble the penalties specified in rule 481—56.3(135C) for any second or subsequent class I or class II violation occurring within any 12-month period, if a citation was issued for the same class I or class II violation occurring within that period and a penalty was assessed therefor.			
64.33(1)	481—64.33(135C) Allegations of dependent adult abuse. 64.33(1) <i>Allegations of dependent adult abuse.</i> Allegations of dependent adult abuse shall be reported and investigated pursuant to Iowa			
235E.2(3)a	Code chapter 235E and 481—Chapter 52. (I, II, III) 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			

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52.2(2)a	<p>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.</p> <p>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 day.</p>			
W153	<p>420(d)(2) Staff Treatment of Clients 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>			
64.60 (135C) (EXAMPLE 2)	<p>481-64.60(135C) Federal regulations adopted - conditions of participation. Regulations in 42 CFR Part 483, Subpart D, and Sections 410 to 480 effective October 3, 1988, are adopted by reference and incorporated as part of these rules. A copy of these regulations is available on request from the Health Facilities Division, Department of Inspections and Appeals, Lucas State Office Building, Des Moines, Iowa 50319.</p>			

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<p>Classification of violations is I, II, and III, determined by the division using the provision in 481-Chapter 56, Fining and Citations," to enforce a fine to cite a facility. This rule is intended to implement Iowa Code Section 135C.2(3).</p> <p>DESCRIPTION:</p> <p>Based on interviews and record reviews, the facility failed to ensure staff immediately reported allegations of potential abuse, neglect, or mistreatment, as well as suspicious injuries of unknown origin to the administrator and proportionate state agency in accordance with facility policy and procedures (Incident Management Policy). The facility's failure to complete thorough investigations into incidents of unknown origin further lead to a failure to report incidents of unknown origin suspicious in nature to the state agency. This pertained to 2 sample clients (Clients #8 and #14) and 8 clients added to the sample (Clients #23, #24, #27, #28, #29, #30, #33 and #34).</p> <p>Findings follow:</p> <p>1a. Record review on 4/12/17 revealed an incident report for Client #33 completed by RTW M on that date. RTW M reported on 4/10/17 at approximately 5:30 p.m. she observed RTW N take a spoon and smear food on Client #33's face. RTW M told RTW N to "knock it off" and wiped Client #33's face off. She then held the client's hand and told him/her it would be ok.</p>				
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	<p>b. Continued record review revealed an incident report for Client #34 regarding the same incident, completed by RTW M. She reported observing RTW N also take a spoon and smear food over Client #34's face on 4/10/17 at approximately 5:30 p.m. RTW M reported she told RTW N to "knock it off," wiped the client's face off, then patted the client's hand and told him/her it would be ok.</p> <p>According to the incident reports, these incidents were reported to RTS B on 4/12/17 at 1:45 p.m.</p> <p>When interviewed on 4/12/17 at 6:08 p.m., RTW M reported on 4/10/17 during dinner she observed RTW N smear food across the faces of Client #33 and Client #34. RTW M stated the interactions between RTW N and Client #33 and Client #34 made her uncomfortable. It was her first day in the home, and she was afraid she was overreacting. RTW M indicated she should have reported the incidents right away.</p> <p>The facility reported the incidents with Client #33 and Client #34 occurred on 4/10/17 (Monday), and the facility reported these to Department of Inspections and Appeals (DIA) on 4/12/17.</p> <p>When interviewed on 4/12/17 at 5:13 p.m., RTS B stated during conversation with a new RTW it was mentioned some things bothered RTW M while working in House 254, specifically working with RTW N. RTS A reported this to TPM K at House 254. At approximately 1:45 p.m., RTS B and TPM K spoke with RTW M. She reported she was bothered by RTW</p>			
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64.40 (135C)	<p>N at dinner on 4/10/17. She explained he took a spoonful of food and wiped it over the mouth of Client #34. She told him to stop and cleaned the client up. RTW M reported RTW N then did the same to Client #33. RTW M reported she thought about reporting the incidents to TPM K, but did not. RTS B confirmed RTW M should have reported her concerns immediately.</p> <p>Record review on 4/3/17 revealed the facility's policy regarding incident management, effective 11/2/07. The policy instructed, "All staff... have a responsibility to assure individual safety and protection from harm and therefore shall report all incidents immediately." The policy included staff reporting requirements, which directed, "Staff shall immediately verbally report all incidents, including those that may be reported to the staff by a volunteer or contractor, to the staff's direct line supervisor or supervisor on duty."</p> <p>2). Record review on 4/3/17 revealed the facility failed to complete thorough investigations into the following incidents of unknown origin to determine they were or were not suspicious in nature. Record review revealed the following incidents of unknown origin:</p> <p>a. Client #29's Type 2 Incident Report (IR), dated 3/3/17 at 1:17 a.m. The IR revealed staff noticed dried blood on Client #29's upper, inner thigh by groin area, similar to that of menstruation. Area was cleaned and staff reported to the nurse who determined, due to the client having total hysterectomy, the dried blood could not have been from menstruation. Further nursing assessment revealed a small scratch near the clitoris.</p>			
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	<p>b. Client #14's Type 2 IR, dated 2/26/17 at 1:15 p.m. The IR revealed on 2/26/17 at 1:15 p.m. Resident Treatment Worker (RTW) G laid Client #14 down and noticed a small thin scratch around his/her pelvic area of unknown origin. The scratch was around 3 inches long and red in color.</p> <p>c. Client #27's Type 2 Incident Review (IR), dated 2/24/17. The IR revealed on 2/24/17 at 2:45 p.m. Resident Treatment Worker (RTW) C assisted Client #27 with changing his/her shirt and noticed a bruise of unknown origin on the top of his/her right breast the size of a half dollar.</p> <p>d. Client #8's Type 2 IR, dated 3/6/17. The IR revealed on 3/6/17 RTW D assisted Client #8 in undressing for his/her shower. Staff found a red mark on the inner left thigh three centimeters long, approximately where the elastic line of his/her pull up was located. The injury was documented as an injury of unknown origin.</p> <p>e. Client #28's Type 2 IR, dated 3/26/17 at 9:41 p.m. The IR revealed on 3/26/17 at 9:41 p.m. when RTW E assisted Client #28 with cares they noticed two bruises on his/her left upper thigh and three small bruises on his/her right upper thigh of unknown origin.</p> <p>f. Client #30's Type 2 IR, dated 2/26/17 at 1:35 a.m. The IR revealed RTW H assisted Client #30 with personal cares and noticed two small scrapes on his/her left upper buttocks.</p> <p>g. Client #23's Type 2 IR dated 3/8/17 at 8:15 a.m.</p>			
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	<p>The IR revealed a RTW noted 2 bruises on the client's upper leg of unknown origin.</p> <p>h. Client #24's Type 2 IR dated 3/9/17. According to the IR, staff noticed a blue bruise with a red/purple on center on the client's right thigh of unknown origin.</p> <p>Further record review revealed the facility's incident management policy, effective 11/2/07, defined "Suspicious Injury" as An injury where the initial explanation of the injury appears inconsistent with the injury sustained.; or other injuries that may be questionable as to how they happened, which might include, but are not limited to, unexplained black eyes, bruises around the neck or on the inner thighs, or any patterned injuries regardless of the area of the body.</p> <p>On 4/6/17 at 3:00 p.m. Treatment Program Administrator A stated the TPMs were responsible for completing the Type 2 investigations on all Injuries of unknown origin. She further stated the TPM's should complete a thorough investigation interviewing as many people as possible and on all shifts too attempt determine the cause of the unknown injury.</p> <p>On 4/6/17 at approximately 3:20 p.m., Immediate Jeopardy was determined based on the facility's failure to ensure appropriate action taken regarding suspicious injuries of unknown origin. This included, but was not limited to: failure to thoroughly investigate suspicious injuries of unknown origin and failure to failure to report to the appropriate state agency. The facility developed a plan to remove the IJ, which included training of Treatment Program Managers on</p>			
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	<p>steps to complete during the investigative process and completion of documentation. The facility also made the necessary reports where appropriate and completed investigations of suspicious injuries of unknown origin which had been identified during the survey. The Immediate Jeopardy was removed 4/20/17.</p> <p>FACILITY RESPONSE:</p>			
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