

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

<b>Citation Number: 6635</b>				<b>Date: August 30, 2017</b>	
<b>Facility Name: Ridgewood Specialty Care</b>		Fine amount reduced by 35% to \$325.00 on September 13, 2017 pursuant to Iowa Code Section 135C.43A		<b>Survey Dates: July 31, 2017 and August 3, 2017</b>	
<b>Facility Address/City/State/Zip 1977 Albia Road Ottumwa, Iowa 52501</b>					
		DS			
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>	

<b>58.45(1)</b>	<p><b>481-58.45(135C) Dignity preserved.</b> The resident shall be treated with consideration, respect, and full recognition of dignity and individuality, including privacy in treatment and in care for personal needs. (II)</p> <p><b>58.45(1)</b> Staff shall display respect for residents when speaking with, caring for, or talking about them, as constant affirmation of their individuality and dignity as human beings. (II)</p> <p><b>DESCRIPTION:</b></p> <p>Based on record review and staff and resident interviews, the facility failed to care for Resident #1 with dignity and respect. The sample consisted of 4 residents and the facility reported a census of 54 residents.</p> <p>Findings include:</p> <p>Resident #1 had a Minimum Data Set (MDS) assessment with a reference date of 4/24/17. The MDS identified the resident had a Brief Interview for Mental Status (BIMS) score of 9. A score of 9 represented the resident had severely impaired cognitive status. The MDS indicated the resident depended upon staff to safely transfer and ambulate and needed extensive assistance with dressing, toilet use and personal hygiene needs. Resident #1's diagnosis included</p>	<b>II</b>	<b>\$500</b>	<b>Upon Receipt</b>
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Facility Administrator

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	<p>coronary artery disease, hypertension, gastroesophageal reflux disease, depression and adult failure to thrive.</p> <p>In an interview on 7/31/17 at 10:15 a.m. the Director of Nursing (DON) stated on the morning of 6/14/17 she overheard Resident #1 speaking angrily to his/her tablemates during breakfast. The DON stated she asked what was wrong and Resident #1 stated the overnight aide had tried to take his/her pants and he/she wasn't having it. The DON reported the incident to the Administrator and together they spoke with Resident #1's roommate, Resident #2. Resident #2 stated last night he/she heard a commotion between Resident #1 and a blonde aide who had passed ice earlier. The aide was later identified as Staff A. The DON stated she noticed three bruises on Resident #1's left wrist where his/her watch band was located. The DON stated when initially interviewed, Resident #1 made no mention of being grabbed by Staff A.</p> <p>In an interview on 7/31/17 at 10:30 a.m. the Administrator stated on the morning of 6/14/17 she was informed of an incident involving Resident #1 and Staff A. The Administrator stated she interviewed Resident #1, who stated he/she was getting ready for bed last evening and was sitting up on his/her bed folding his/her pants</p>			
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	<p>and the aide came in and wanted to take his/her pants to the laundry. Resident #1 stated he/she refused to allow the aide to take his/her pants and pulled his/her pants from the aide causing him/her to fall backwards onto his/her bed. The aide let go and left the room. The Administrator stated Resident #1 never alleged that he/she had been grabbed or abused by the aide. Later that same evening, Resident #1's family visited and were upset when they were not allowed access to Resident #1's medical information. The Administrator stated the next morning (6/15/17) a police officer arrived stating he was following up on a complaint made the previous evening involving Resident #1. The Administrator stated there had been an incident involving Resident #1 and Staff A on the evening of 6/13/17, but that no abuse had been alleged. Later that same day a Department of Human Services worker arrived at the facility to investigate a complaint. The Administrator stated Resident #1 had not made an allegation of abuse, but as time passed his/her story began to change and he/she was now alleging staff grabbed him/her. The Administrator stated she spoke with Staff A, who admitted there was an incident on the evening of 6/13/17 involving Resident #1. Staff A stated she gathered Resident #1's clothing, when Resident #1 grabbed his/her pants away from her. Staff A denied ever grabbing Resident #1 or forcing</p>			
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	<p>him/her onto the bed. The Administrator stated the bruising noted on Resident #1's wrist was likely due to his/her watch band. When the watch band was moved to his/her right wrist, similar bruising also developed. Resident #1 had stated the watch band pinches him/her, but he/she refused to take it off.</p> <p>In an interview on 7/31/17 at 5:55 p.m. Resident #1 stated one evening an aide entered his/her room and wanted to take his/her pants to the laundry. Resident #1 told the aide he/she didn't want his/her pants taken to the laundry and grabbed a hold of the pants. The aide grabbed the pants and tried to pull them away from Resident #1 and at one point grabbed a hold of Resident #1's left forearm/wrist. Resident #1 stated that that hurt and the aide let go and left the room.</p> <p>According to the Minimum Data Set (MDS) assessment with assessment reference date of 5/12/17, Resident #2 had a Brief Interview for Mental Status (BIMS) score of 13. A score of 3 identified the resident had no cognitive problems. Resident #2 required extensive assistance with transfers, mobility, dressing, toilet use and personal hygiene needs. Resident #2's diagnosis included coronary artery disease, hypertension, gastroesophageal reflux disease, anemia and</p>				
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	<p>diabetes mellitus.</p> <p>In an interview on 7/31/17 at 4:45 p.m. Resident #2 was questioned about an incident which involved his/her roommate and an aide. Resident #2 immediately recalled the event, stating his/her roommate was "attacked" by that girl from the staffing agency. Resident #2 stated the aide grabbed his/her roommates left wrist and pulled on it. Resident #2 stated his/her roommate said let me go, you're hurting me. Resident #2 stated he/she witnessed the altercation from his/her recliner and when asked, identified the privacy curtain as not drawn. Resident #2 stated the altercation was over the aide wanting to take his/her clothes to the laundry.</p> <p>In an interview on 8/1/17 at 10:40 p.m. Staff B, certified nurse aide, stated on the evening of 6/13/17 she was approached by co-worker Staff A. Staff A stated that Resident #1 had become upset and combative when she tried to take his/her pants to the laundry. Staff A stated she grabbed the pants and Resident #1 grabbed them back and began pulling and became combative. Staff A stated his/her roommate, Resident #2, also started yelling at her. Staff B stated it was Staff A's first night and she was not familiar with the residents. Staff B stated Resident #1 is very protective of his/her pants and prefers to have</p>				
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	<p>them kept in his/her room.</p> <p>In an interview on 7/31/17 at 4:00 p.m. Staff A, certified nurse aide, stated on the evening of 6/13/17 at around 9:00 p.m. she entered the room of Resident #1 to help him/her prepare for bed. Staff A assisted Resident #1 to the bathroom. Staff A then helped Resident #1 get undressed and in to a night gown. Resident #1 stated he/she did not want to lose his/her clothes, noting a lot were already missing. Staff A reassured Resident #1 that they would be washed and returned then sat the clothing on the counter. Staff A finished providing cares and escorted Resident #1 to his/her bed. While covering him/her up, Resident #1 again mentioned that he/she wanted his/her clothes and was told they were dirty and needed to go to the laundry. Resident #1 seemed upset, but laid down. Staff A stated she then assisted his/her roommate with preparing for bed and once finished, noticed Resident #1's pants were missing. Resident #1 stated he/she didn't want to lose his/her pants and Staff A tried again to reassure him/her that they would be brought back clean. Staff A noticed the pants sitting beside Resident #1 and as she grabbed the pants, Resident #1 grabbed them and yanked them from her hands. Resident #1 then began yelling that she was trying to steal her pants. Staff A stated she apologized for</p>			
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	<p>making him/her upset. Staff A then covered Resident #1 back up and left the room. Staff A denied ever touching Resident #1 during the pants altercation and stated Resident #1 never indicated being in any pain. Staff A stated Resident #2 asked what her name was and the name of the nurse.</p> <p><b>FACILITY RESPONSE:</b></p>				
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