

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

<b>Citation Number:</b> #9084		<b>Date:</b> April 28, 2021		
<b>Facility Name:</b> Mill Valley Care Center		<b>Survey Dates:</b> March 10 – April 14, 2021		
<b>Facility Address/City/State/Zip</b>  1201 Park Street Bellevue, IA 52031		MW, VW, TAG		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

<b>58.19(2)j</b>	<p><b>481—58.19(135C) Required nursing services for residents.</b> 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><b>58.19(2) Medication and treatment.</b></p> <p><i>j.</i> 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><b>DESCRIPTION:</b></p> <p>Based on clinical record review, staff interview, physician interview, Power of Attorney (POA) interview, professional drug reference, emergency services record review, and social media postings, the facility failed to provide comprehensive cardiac assessments for a resident with a recent history of heart surgery; failed to transcribe and clarify cardiac medication orders; and failed to notify the cardiologist of acute cardiac change of condition for 1 of 12 residents reviewed for assessment and intervention (Resident #3). Resident #3 complained of indigestion over a span of several days, reached out to 911 on 3/3/21, and on 3/6/21 the resident found unresponsive and CPR (cardiopulmonary resuscitation) started. The resident transferred to the hospital where he later was</p>	<b>Class</b> I	<b>\$8,500 (Held in Suspension)</b>	<b>Upon Receipt</b>
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	<p>pronounced deceased. The failures identified on 4/1/21 as an immediate jeopardy situation. The facility reported a census of 30 residents.</p> <p>Findings include:</p> <p>The 2/25/21 Minimum Data Set (MDS) Assessment Tool revealed Resident #3 admitted to the facility on 2/16/21 with diagnoses that included coronary artery disease, congestive heart failure, hypertension (high blood pressure), pneumonia, septicemia (severe infection that involves the blood system), and cellulitis of the left lower leg (swelling with infection). The resident scored 13 out of 15 points possible on the Brief Interview of Mental Status (BIMS) cognitive assessment, without symptoms of delirium, had verbal behaviors directed at others from 1 to 3 days of the 7 days that preceded the assessment, and required extensive assistance of at least 1 staff for transfers to and from bed and chair, ambulation, dressing, bathing, toileting and personal hygiene.</p> <p>A History and Physical dated 2/8/21 transcribed by the resident's cardiologist described the resident had a myocardial infarction (heart attack) on 11/20/20 that required angioplasty with stent placement, and had significantly diminished ability for his heart to pump and circulate blood effectively.</p> <p>The Hospital Discharge and Facility Admission orders dated 2/16/21 directed the resident to follow up with the cardiologist at an appointment scheduled 2/22/21,</p>			
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	<p>and staff to administer medications and treatments that included:</p> <ul style="list-style-type: none"> <li>a. Amiodarone (a strong antiarrhythmic heart medication) 200 milligrams (mg) oral once daily.</li> <li>b. Amoxicillin-clavulanate 875-125 mg tablet (an antibiotic) oral 2 times daily for 2 days.</li> <li>c. Apixaban 5 mg oral twice daily.</li> <li>d. Ascorbic acid (vitamin C) 500 mg oral 3 times daily.</li> <li>e. Atorvastatin (a statin used to lower cholesterol) 80 mg oral daily.</li> <li>f. Clopidogrel (a blood thinning medication) 75 mg oral daily..</li> <li>g. Doxycycline hyclate (an antibiotic) 100 mg oral every 12 hours for 5 days.</li> <li>h. Lasix (a diuretic) 80 mg oral twice daily.</li> <li>i. Gentamicin 0.1 percent ointment (antibiotic ointment) applied to affected area on left lower leg twice daily.</li> <li>j. Levemir insulin 8 units injected subcutaneously daily.</li> <li>k. Lisinopril (an ACE inhibitor anti-hypertension medication) 20 mg oral daily.</li> <li>l. Metformin Extended Release (ER) (a diabetic medication) 1000 mg oral twice daily.</li> <li>m. Metoprolol succinate (beta blocker medication used for hypertension and to prevent heart attacks) 25 mg 24 hour tablet oral twice daily.</li> <li>n. Potassium Chloride ER (an electrolyte replacement supplement) 20 milliequivalents oral twice daily.</li> <li>o. Spironolactone (a diuretic and anti-hypertension medication) 25 mg oral daily.</li> <li>p. Albuterol (a bronchodilator medication used open airways) 2.5 mg in 3 milliliters (ml) solution administered via nebulizer every 4 to 6 hours as needed for wheezing.</li> </ul>				
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	<p>Other Physician Orders at the time of admission included screen for fever and respiratory symptoms (new or changing cough, sore throat, new or worsening shortness of breath) twice daily on the day and evening shift, mandated by COVID-19 Corona virus infection control practices at long-term care facilities.</p> <p>A Physician Order transcribed 2/18/21 by the facility's medical director directed staff to change the Metoprolol Succinate ER order to 50 mg tablet administered oral daily.</p> <p>A Progress Note Summary of the resident's cardiologist appointment on 2/22/21 directed staff to continue the same medications, and return office appointment in 3 to 6 months or sooner as needed. Further directives on the visit summary listed "today's orders", that included a 12 lead electrocardiogram completed at the appointment, Amiodarone 100 mg tablet without further description of the amount or frequency, and Metoprolol succinate 50 mg 24 hour tablet, also without frequency. The last page of the summary described "medications stopped today", and listed Amiodarone 200 mg oral daily and Metoprolol succinate 24 hour tablet oral twice daily. There was a hand written notation by the Metoprolol by Staff G, Registered Nurse (RN) and Assistant Director of Nursing (ADON) that stated "was already discontinued, continue with 50 mg daily".</p>			
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	<p>Staff G, RN transcribed a Physician Order on 2/23/20 that discontinued the Amiodarone, and sent the order to the facility's medical director for authorization.</p> <p>Pages 112 through 115 of the facility's Drug Reference "Nursing 2018 Drug Handbook", published by Wolters Kluwer, cautions that Amiodarone had a Black Box warning the medication only to be used for patients with life-threatening ventricular fibrillation (a fatal cardiac arrhythmia) or recurrent unstable ventricular tachycardia unresponsive to other medications (an arrhythmia when the heart ventricle beats at a fast rate and requires immediate treatment), and patient's should not stop taking the medication without consulting the prescriber.</p> <p>An altered mood due to getting agitated at times problem initiated on the Nursing Care Plan on 2/22/21 directed staff:</p> <ol style="list-style-type: none"> <li>a. Attempt to redirect resident's behavior If resistive to cares leave alone and try again in a few minutes.</li> <li>b. Encourage resident to vent feelings and concerns.</li> <li>c. Medicate as ordered, monitor and record response.</li> <li>d. Refer to qualified professional as needed.</li> <li>e. Reward verbally all positive behavior and compliance.</li> </ol> <p>A verbal behavioral symptoms directed towards others problem initiated on the Nursing Care Plan on 3/3/21 directed staff:</p> <ol style="list-style-type: none"> <li>a. Avoid over-stimulation.</li> <li>b. Avoid power struggles with the resident.</li> </ol>			
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	<p>c. Convey an attitude of acceptance towards the resident.</p> <p>d. Explore with the resident, previous effective and ineffective coping mechanisms. Allow resident to call his family.</p> <p>e. If resident has delusions do not try to reason with or confront him, offer reassurance.</p> <p>f. Maintain a calm environment and approach to the resident.</p> <p>g. Praise resident when behavior is appropriate.</p> <p>h. Refocus conversation when resident becomes verbally abusive.</p> <p>Vital sign assessment related to COVID-19 screening, recorded on the March Medication Administration Record (MAR), the temperature recorded in Fahrenheit and blood pressure not assessed, revealed:</p> <table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr> <th style="border: none;"></th> <th style="border: none; text-align: center;"><u>Temperature</u></th> <th style="border: none; text-align: center;"><u>Pulse</u></th> <th style="border: none; text-align: center;"><u>Respiration</u></th> </tr> </thead> <tbody> <tr> <td style="border: none;"><u>Oxygen Saturation</u></td> <td style="border: none;"></td> <td style="border: none;"></td> <td style="border: none;"></td> </tr> <tr> <td style="border: none;"><u>3/1/21</u></td> <td style="border: none;"></td> <td style="border: none;"></td> <td style="border: none;"></td> </tr> <tr> <td style="border: none;">Day shift</td> <td style="border: none; text-align: center;">97.3</td> <td style="border: none; text-align: center;">74</td> <td style="border: none; text-align: center;">18</td> </tr> <tr> <td style="border: none;">94 percent</td> <td style="border: none;"></td> <td style="border: none;"></td> <td style="border: none;"></td> </tr> <tr> <td style="border: none;">Evening shift</td> <td style="border: none; text-align: center;">97.2</td> <td style="border: none; text-align: center;">76</td> <td style="border: none; text-align: center;">18</td> </tr> <tr> <td style="border: none;">95 percent</td> <td style="border: none;"></td> <td style="border: none;"></td> <td style="border: none;"></td> </tr> <tr> <td style="border: none;"><u>3/2/21</u></td> <td style="border: none;"></td> <td style="border: none;"></td> <td style="border: none;"></td> </tr> <tr> <td style="border: none;">Day shift</td> <td style="border: none; text-align: center;">97.6</td> <td style="border: none; text-align: center;">72</td> <td style="border: none; text-align: center;">16</td> </tr> <tr> <td style="border: none;">96 percent</td> <td style="border: none;"></td> <td style="border: none;"></td> <td style="border: none;"></td> </tr> <tr> <td style="border: none;">Evening shift</td> <td style="border: none; text-align: center;">98.7</td> <td style="border: none; text-align: center;">65</td> <td style="border: none; text-align: center;">18</td> </tr> <tr> <td style="border: none;">97 percent</td> <td style="border: none;"></td> <td style="border: none;"></td> <td style="border: none;"></td> </tr> </tbody> </table>		<u>Temperature</u>	<u>Pulse</u>	<u>Respiration</u>	<u>Oxygen Saturation</u>				<u>3/1/21</u>				Day shift	97.3	74	18	94 percent				Evening shift	97.2	76	18	95 percent				<u>3/2/21</u>				Day shift	97.6	72	16	96 percent				Evening shift	98.7	65	18	97 percent						
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	<p><u>3/3/21</u> Day shift      98.2      64      16 96 percent Evening shift    96.8      83      18 94 percent</p> <p><u>3/4/21</u> Day shift      97.5      76      16 96 percent Evening shift    97.3      64      18 96 percent</p> <p><u>3/5/21</u> Day shift      97.6      68      16 96 percent Evening shift    97.8      79      18 95 percent</p> <p><u>3/6/21</u> Day shift      98      80      18 96 percent Evening shift    97      81      20 92 percent</p> <p>The only blood Pressure (BP) assessments recorded in the resident's record revealed:  a. On 2/16/21 at 3:40 p.m. 118 over 73.  b. On 2/17/21 at 4:42 a.m. 126 over 68.  c. On 2/17/21 at 1:13 p.m. 122 over 72.  d. On 2/17/21 at 9:56 p.m. 110 over 66.  e. On 2/18/21 at 12:30 a.m. 116 over 62.  f. On 2/18/21 at 12:43 p.m. 110 over 68.  g. On 2/18/21 at 4:58 p.m. 144 over 92.</p>			
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	<p>h. On 2/19/21 at 12:05 p.m. 138 over 80. i. On 3/6/21 at 8:27 p.m. 88 over 57.</p> <p>A Nurse's Progress Note transcribed by Staff K, Agency Licensed Practical Nurse (LPN) at 8:20 p.m. on 2/27/20 stated around 5:00 p.m., resident in bed, screaming for help continuously, she went to the room, the resident stated he slipped and fell on the floor, laid there for an hour, crawled back into bed because staff refused to help him and he broke his leg. The resident resisted Staff K's attempts to assess his leg for injury and told her to call the police. When asked why she needed to call the police, the resident stated it was because she wouldn't help him. Staff K documented a police officer came to the facility, stated he received a call and he spoke to the resident. Staff K notified the director of nursing (DON) and the resident's power of attorney (POA) of the events, asked the POA to speak to the resident to gain the resident's cooperation in order for the nurse to assess the resident, and the resident then allowed Staff K to assess his leg and she found no signs of injury.</p> <p>The written transcript of a 911 call to the County Emergency Dispatch Center revealed a call received from the resident at 5:49 p.m. on 2/27/21, the caller stated he had a possible broken leg, he fell and needed help, stated they knew he fell but were not helping him. The Dispatch Center attempted to make contact with the facility by phone at 5:51 p.m. and 5:56 p.m., unable to make contact with facility and dispatched the Bellevue police to see if medical support was needed.</p>			
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	<p>The written transcript of a 911 call to the County Emergency Dispatch Center revealed a call received from the resident at 5:11 p.m. on 3/3/21, the resident was asked for help and no one helped him. The Dispatch Center called the facility twice between 5:11 p.m. and 5/14 p.m., "let the phone ring and ring and ring" without answer. Bellevue police were dispatched to the facility.</p> <p>The audible recordings of the resident's 911 calls on 2/27/21 at 5:49 p.m. and 3/3/21 at 5:11 p.m. revealed an obvious decline in the resident's condition on 3/3/21, with shortness of breath and weakness evident by the resident's voice, and the resident's great difficulty expressing himself and what he needed help with.</p> <p>Screenshots of the resident's posts to his social media account revealed the following:</p> <ul style="list-style-type: none"> <li>a. On 3/4/21 at 12:13 p.m. - Can't eat...can't poop...can't throw up... help me please.</li> <li>b. On 3/4/21 at 12:31 p.m. - Can't eat, poop or breath. Help me. A contact responded "do you need to go to the hospital at 12:31 p.m.</li> <li>c. On 3/4/21 at 1:02 p.m. - Called 911 twice, no Emergency Room in Bellevue. Called private ambulance service twice, help please.</li> <li>d. On 3/4/21 between 1:02 p.m. and 1:17 p.m., a contact responded "Is there a nurse there who can help you? I called the care center, did someone come check with you?"</li> </ul>			
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	<p>3/4/21 at 1:19 p.m. -A contact posted "What have you got?", the resident responded Don't know. Trying to get to Dubuque. No Emergency Room here.</p> <p>An order transcribed by Staff C, RN at 2:00 a.m. on 3/2/21 directed staff to administer Mylanta (an antacid medication) 200-200-20 mg per 5 ml, 20 ml administered oral 1 time daily as needed for indigestion until 3/5/21. There was no documentation at the time in the resident's record of an assessment of the resident or need for the order.</p> <p>The Medication Administration Record (MAR) revealed Mylanta was administered to the resident:</p> <ul style="list-style-type: none"> <li>a. On 3/2/21 at 1:12 p.m. by Staff K, agency LPN.</li> <li>b. On 3/4/21 at 12:30 a.m. by Staff J, agency RN.</li> <li>c. On 3/5/21 at 11:07 p.m. by Staff C, RN.</li> </ul> <p>Nurse's Progress Notes transcribed at times related to the Mylanta administration revealed:</p> <ul style="list-style-type: none"> <li>a. On 3/2/21 at 12:03 p.m., Staff K wrote "Resistant with care this shift, on the phone after breakfast yelling, screaming and cursing at whomever was on the phone. This nurse went into room to answer call light, resident asked how long does it take to answer a call light? This nurse reminded the resident we are in the middle of breakfast and certain people have to be assisted and staff are getting to call lights as quick as possible. Asked what he needed, resident wanted breakfast tray off bedside table and lights turned off. When nurse went into room to administer the tuberculosis skin test, explained what the test was and how it was done, the resident refused the test and</li> </ul>				
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	<p>asked where his COVID-19 vaccine was as it was scheduled for 3 days prior. Nurse explained they awaited a call from the clinic to schedule a date for the vaccine for him and the resident not satisfied with the answer." A notation on the MAR described the Mylanta was effective. There was no documentation of any assessment of the resident's overall physical condition at any time on 3/2/21.</p> <p>b. On 3/4/21 at 12:50 a.m., Staff J, Agency RN, stated Mylanta administered for resident complaints of indigestion.</p> <p>c. On 3/4/21 at 4:33 a.m., Staff J wrote "Resident got up during the night and stated "<i>I think I am having a heart attack I need Mylanta</i>" resident received Mylanta and sleep through the night no complain of pain". Staff J noted at 4:45 a.m. on 3/4/21 that Mylanta was effective.</p> <p>There was no documentation of any assessment of the resident's overall physical condition, or further assessment of the resident's statement he thought he was having a heart attack at any time on 3/4/21, and the physician was not notified of the statement or repeated Mylanta administrations.</p> <p>d. On Friday, 3/5/21 at 11:07 p.m., Staff C, RN noted Mylanta administered, followed by an entry at 11:16 p.m. "Resident continues to report heartburn. He has been given medication, per standing orders, for 3 days. Physician notified, per standing order, if discomfort is not resolved."</p> <p>e. On Saturday 3/6/21 at 1:24 a.m., Staff C noted Mylanta was effective.</p>			
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Facility Administrator

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Date

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	<p>Staff C documented "resident continues to complain of heartburn. He has taken Mylanta per standing orders. It relieves at the time and heartburn returns" on a form dated 3/5/21 and used for physician notification via facsimile (fax). There was no documentation or acknowledgement on the form that it was received or reviewed by the physician.</p> <p>There was no documentation of any assessment of the resident's overall physical condition at any time on 3/5/21 or early hours of 3/6/21.</p> <p>Other pertinent Nurse's progress note documentation between 3/2/21 and 3/6/21 revealed:  a. At 5:30 p.m. on 3/3/21, by Staff K, Agency LPN, stated "Incontinent care provided by Certified Nursing Assistant (CNA), resident on phone not even 15 minutes later saying "the nurse will not help me, I've been soiled for 2 hours. She said she will not help me because she does not like me". Family called facility asking for care to be provided. Staff went into room to address resident needs, states he needs Tylenol; given by med nurse per request. Law enforcement at facility said someone called stating they needed assistance, 2 CNA's went into room, resident said he did not need care at that time but wanted to know how to get someone to help him. Encouraged to use call light if he needed something".</p> <p>There was no documentation of any assessment of the resident's overall physical condition at any time on 3/3/21, and the physician was not notified that police</p>			
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	<p>were dispatched to the facility on behalf of the resident.</p> <p>b. On 3/6/21 at 9:43 p.m., Staff K, Agency LPN recorded "At approximately 8:00 p.m., blood sugar 152 (within normal range), resident not talkative or as responsive as usual, asked other nurse to lay eyes on resident, Staff J, RN went to the resident's room, stated oxygen saturation level was low and resident needed oxygen. Oxygen concentrator and nasal cannula taken to room and applied at 2 liters per minute. At approximately 8:20 p.m. while RN obtained vital signs, the resident's blood pressure (BP) dropped, this nurse checked code status and called 911. As this nurse walked down hall towards room at approximately 8:30 p.m., RN yelled out the resident was unresponsive, this nurse took the crash cart to the room where RN provided chest compressions (cardiopulmonary resuscitation CPR), this nurse assisted with CPR until ambulance arrived."</p> <p>c. On 3/6/21 at 9:49 p.m., Staff J, agency RN, recorded "this nurse check on resident at 8:10 p.m., resident lying in bed with eyes open, BP 104 over 58 (normal low range), pulse 57 (normal 60 to 80), oxygen saturation 89 percent (normal 97 to 100 percent). Oxygen applied at 8:15 p.m., at 8:20 p.m. BP 88 over 57 (low), oxygen saturation 88 percent, oxygen increased to 6 liters per minute, at 8:30 p.m. resident unresponsive, CPR started".</p> <p>d. On 3/6/21 at 10:45 p.m., Staff K noted the resident's POA notified the facility the resident passed away.</p>			
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	<p>The ambulance report dated 3/6/21 described personnel were dispatched at 8:37 p.m. with all 5 crew-members at facility at 8:46 p.m., CPR in progress by facility staff. Ambulance staff took over CPR, attached a monitor with defibrillator that revealed ventricular fibrillation, followed established protocols and continued CPR, transported the resident and arrived at hospital Emergency Room (ER) at 9:44 p.m.</p> <p>The Hospital ER record revealed the resident arrived by ambulance in full cardiac arrest with CPR in process on 3/6/21 at 9:45 p.m., the heart monitor showed asystole (no heart rhythm), assessed for viable signs of life, all were negative and the resident pronounced dead at 9:51 p.m. by the ER physician.</p> <p>The undated facility's Physician Notification Policy directed staff to notify the physician of a resident's change in condition that included:</p> <ul style="list-style-type: none"> <li>a. Significant change in resident condition which is life threatening.</li> <li>b. A significant change in resident condition which has potential for clinical complication.</li> <li>c. A change in condition which requires a significant alteration in treatment.</li> <li>d. Any change in condition which may be life-threatening should be called and not faxed to the physician immediately.</li> </ul> <p>Staff interviews revealed:</p> <ul style="list-style-type: none"> <li>a. On 3/24/21 at 10:02 a.m. Staff G, ADON, stated she saw the order to discontinue the Amiodarone on page</li> </ul>			
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	<p>6 of the progress note, did not see the other pages of the note, did not call the cardiologist office to verify the order, wrote the order to discontinue Amiodarone and sent it to the medical director for signature and did not send it to the cardiologist.</p> <p>b. On 3/23/21 at 11:15 a.m., the resident's cardiologist stated the resident had heart conditions that required the Amiodarone medication, seen at the office on 2/22/21, the resident was to continue the medication regimen that included Amiodarone and it should not have been discontinued, the facility had not contacted their office to question the orders or asked if the medication could have been discontinued. In another interview on 4/6/21 at 1:54 p.m., the cardiologist stated it was difficult to say with any certainty, but the Amiodarone discontinuation could have contributed to the resident's death.</p> <p>c. On 3/23/21 at 11:47 a.m., the Advanced Practice Nurse Practitioner (ARNP) at the resident's cardiologist office stated she assessed the resident at the 2/22/21 appointment, ordered his medication regimen continued that included Amiodarone, and the medication should not have been discontinued.</p> <p>d. On 3/24/21 at 1:06 p.m., Staff L, CNA, stated they were in a different resident's room on 3/3/21 when a coworker (Staff O, CNA) said the police had just been in the building because of calls about the resident, they went to the resident's room, the resident stated he trusted the 2 of them, stated the nurse on duty said she wouldn't help him because he had an attitude and described the nurse on duty (Staff K) who said it. The resident asked this employee "how do I fix my attitude? and the employee didn't know what to say.</p>			
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	<p>The employee stated they had the impression that it was said that day/had recently occurred, assured the resident they would help him and encouraged him to use his call light if he needed anything. The employee stated the resident would yell at staff, but it really wasn't at them, it was a condition, such as if he wanted chocolate milk and received regular milk, he would yell about that.</p> <p>e. On 3/24/21 at 2:21 p.m., Staff O, CNA, stated police came into the facility on 3/3/21, spoke to the nurse (Staff K) who said there was a resident that calls 911 in his room down that hall (directed the officer), the officer said he didn't need to see him and left the building. The employee stated it never came out as to why the resident called 911, thought there was probably staff that didn't like him due to how he acted, but this employee never had any problems with him and they got along well.</p> <p>f. On 3/22/21 at 3:04 p.m., Staff N, CNA, stated the resident used his call light a lot and thought it was downplayed, other staff comments "he's on his light all the time and what he wanted wasn't that important". Employees were told that he called 911 because he didn't feel like he was getting the help he needed, but thought it depended on who the staff on duty was. There were staff on both day and evening shifts that didn't want to deal with the resident or go into his room, management was aware of that and heard the administrator was fired because of the resident. The employee stated the resident was always on his call light and that annoyed the nurse, Staff K.</p> <p>g. On 3/22/21 at 1:38 p.m., Staff M, CNA, stated the resident would get agitated fast, would say he wasn't</p>			
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	<p>getting the help he needed and at some point he thought a CNA needed to stay in the room with him. The employee said they never felt unsafe around the resident, he just said mean things once in a while. On the day the resident passed, he acted nice, sweet, wasn't acting like there was anything unusual, the employee thought maybe he had some medication changes that caused it.</p> <p>h. On 3/17/21 at 2:18 p.m., Staff B, RN, stated the resident could be explosive, he wanted to be left alone if he was on the phone. The employee thought the resident called 911 to get out of the facility, he claimed he fell and hurt his leg but there were no obvious injuries. If the resident said he thought he was going to die or complained of chest pain, that was definitely an immediate need for assessment of the resident and determination of needs, call the physician if there were concerns and send the resident to the hospital when needed.</p> <p>i. On 3/18/21 at 11:24 a.m., Staff E, LPN, stated the resident would be nice 1 day, and not the next, he screamed so loud he was heard at the opposite end of the building, staff were scared that he would become physical, the employee thought the resident needed a psychiatric consult. Staff had notified the Director of Nursing (DON) with concerns about the resident's actions and the response was to take a 2nd staff member to the room when care was provided. The resident complained of leg pain with dressing changes, had not complained of chest pain or shortness of breath, he said his stomach hurt and refused to eat, the employee offered warm packs for his stomach but the resident wanted to be left alone.</p>			
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	<p>j. On 3/22/21 at 1:03 p.m., Staff H, RN, stated 1 time when she cared for the resident he yelled at her and said she talked too loud, she apologized and the resident was okay with her then and she hadn't had any problems when she worked with him. If a resident complained of heartburn or indigestion, she would check their vital signs, skin, respiratory effort, assess for diaphoresis, nausea or vomiting, or any radiation of pain symptoms and would notify the physician. If it was 1:00 a.m. and Mylanta resolved the issue, she would fax the physician about the event, wouldn't give the medication without an assessment and would always notify the physician.</p> <p>k. On 3/16/21 at 7:55 p.m., Staff C, RN, stated the resident had complaints of indigestion and there was a standing order for staff to administer Mylanta. Staff C stated she had worked as a nurse on a psychiatric unit, she felt the resident probably had some psychiatric issues so she had the aides check on him every 15 minutes, just like staff did in psychiatric units, and they never had problems with the resident on the night shift, but knew staff on other shifts did. During another interview on 3/30/21 at 1:27 a.m., Staff C stated the resident complained of indigestion one night, she wrote the order for the Mylanta from the physician's standing orders and administered it (2:00 a.m. on 3/2/21), it seemed to help at the time, but he continued to have indigestion, the Mylanta would help but only for a while, they could only give the medication for 3 days, so she wrote a fax to the physician when the order expired to let him know that.</p> <p>l. On 3/17/21 at 9:06 a.m., Staff K, Agency LPN, stated the resident complained of heartburn, took Mylanta</p>			
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	<p>and it helped but she didn't have to administer it to him. The resident complained of leg pain, Tylenol worked to relieve it, he wasn't short of breath. The 1st time he called 911 he said he fell and broke his leg, a police officer came into the facility and spoke to him. A few days later he called 911 again, police came but didn't talk to him, the resident said he didn't know how to get help and she told him to use his call light. On 3/6/21, she had seen the resident 4 times before he arrested, at the beginning of the shift his vital signs weren't unusual, he took his medication but didn't eat supper, had no complaints of pain. She took his blood sugar around 8:00 p.m., within normal range, normally he was very verbal, but he wasn't responding like he normally did, had the other nurse on duty Staff J, RN, look at the resident, and that's when everything started to crash. CPR was initiated and she called for an ambulance.</p> <p>During another interview on 3/29/21 at 3:18 p.m., Staff K stated on 3/3/21 the resident had leg pain or a headache earlier in the shift, the other nurse gave him Tylenol for it, he didn't tell her he had pain, he wanted help but couldn't say what he wanted help with. He didn't have indigestion or stomach upset, she didn't have to call the physician about him and she never gave him Mylanta.</p> <p>On 3/22/21 at 4:01 p.m., when asked what type of assessment was completed when she administered Mylanta to the resident, Staff J, Agency RN, stated all residents were assessed every shift because of COVID. Staff J stated the resident asked for Mylanta</p>			
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	<p>and she administered it, he didn't complain of anything like nausea or chest pain. During another interview on 3/29/21 at 7:17 a.m., Staff J stated the resident asked for Mylanta and she gave it, she would have remembered if he had chest pain or other symptoms that concerned her. When asked about her documentation, "the resident said he felt like he was having a heart attack", Staff J stated she didn't remember writing that, and when asked about the assessment completed when the Mylanta was administered, she said all residents were assessed every shift and all documented in Point Click Care (PCC, the facility's electronic medical record system).</p> <p>On 3/24/21 at 4:10 p.m., the DON stated she'd had several conversations with the resident's POA about his 911 calls, she hadn't spoken with the resident about the calls or why he called 911, but read his chart, staff said in the notes he called 911 because he wanted to get cleaned up and know how to get help. Staff reported they had problems with him, the resident called a nurse "brain-dead", refused medications and treatments and ordered staff out of his room. Some staff felt nervous to go in his room alone so she told them to go in pairs. The administrator told her that someone called the facility and said to check on the resident, she and the administrator spoke with the POA about the resident's social media account and the POA said they would turn it off. The DON stated if a resident complained of indigestion, the nurse should assess the resident, document the assessment in PCC, in this resident's situation, staff should have called the physician and sent him to the hospital.</p>				
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	<p>On 3/22/21 at 4:06 p.m., Staff AA, Bellevue police officer, stated 911 dispatch notified him on 2/27/21 that a resident at the care center had fallen and needed help, the call center had tried to call the facility but couldn't get an answer and asked that he go to the center to check on the matter. He was able to get into the facility, staff directed him to the resident's room where he was in bed, the resident said he didn't need anything, the officer spoke to the nursing staff about the call and they assured the officer they would take care of the resident.</p> <p>On 3/23/21 at 2:59 p.m., Staff BB, Bellevue police officer, stated on 3/3/21, dispatch notified him that a resident at the care center called for help, dispatch tried to call the care center and couldn't get an answer on the phone and dispatched him to the facility to see what was going on. He got into the facility and at first didn't see any staff, but then saw a staff member who helped him locate the nurse. When he told the nurse a resident there had called 911, the nurse said she knew who it was, said the resident was down a hall and pointed in the direction, staff were headed to the room, the nurse said they would take care of the resident and didn't need further assist from him so he left.</p> <p>During an interview with the resident's POA, she stated the resident had a cell phone, frequently called and told the POA he'd activated his call light and staff hadn't responded, at times they remained on the phone with the resident until someone responded and it was more than 15 minutes, sometimes the POA</p>				
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	<p>called the facility to ask staff to provide assistance, 1 time she called and Staff K, LPN, stated "his light hasn't been on that long", other times no one answered the phone with multiple calls placed. The POA reported the resident had problems with Staff K, they didn't get along very well. On 3/2/21, the resident kept calling the POA and family members, said he was dying, the POA called facility staff who assured them he was fine. The resident really struggled with the isolation he was in because of COVID, he wanted a shower so badly but couldn't have one until out of isolation, scheduled for 3/8/21. Between 3/3/21 and 3/5/21, the resident complained of pain in his stomach and it hurt to swallow, couldn't swallow his pills or it hurt to swallow them and couldn't eat because his stomach hurt so bad. The POA tried to encourage the resident, the last time they talked to him on 3/5/21 they told him to hang in there, just a few more days and he would be out of isolation and get the shower he wanted so badly and the resident said "I don't think I can make it that long".</p> <p>The POA stated on the morning of 3/5/21, they received a phone call from the Administrator and Nursing Director, they were on speaker phone, the Administrator asked them to disable his social media account and said the resident's cell phone caused problems and they might have to come and get it from the resident.</p> <p>On 4/13/21 at 3:34 p.m., the facility's Medical Director physician stated it was hard to say whether staff should have notified him about the resident's</p>			
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		<b>MW, VW, TAG</b>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>complaints of indigestion, it would have depended on if he had other symptoms and what their assessment indicated, but they should have assessed the resident, and he should have been notified if he'd had indigestion several days in a row, or without resolve from the Mylanta. The physician expressed his concern about the competence of the facility's current nursing staff that didn't assess the resident.</p> <p>The incident detailed above resulted in determination of an Immediate Jeopardy (IJ) for the facility and notified of such on 4/1/21 at 2:00 p.m. The Facility Staff removed the Immediate Jeopardy situation on 4/2/21 through the following actions:</p> <ul style="list-style-type: none"> <li>a. All Nursing Staff educated on 4/1-2/21 on comprehensive cardiac assessments, clarification of orders and notification to the physician of any acute changes in condition for a resident.</li> <li>b. All Nursing Staff educated on 4/1-2/21 on signs/symptoms to look for when a resident has a cardiac history with recent acute issues and to look for signs/symptoms of possible complications.</li> <li>c. All Nursing Staff educated on 4/1-2/21 on double noting all Physician Orders by the Director of Nursing or designee and to be monitored in monthly Quality Assurance and Performance Improvement (QAPI) meetings.</li> </ul> <p>Based on the results of the corrective measures taken by the facility lowered the scope and severity of the deficiency from a J level to a D level.</p>			
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Facility Administrator

\_\_\_\_\_  
Date

**If, within thirty (30) days of the receipt of the citation, you (1) do not request a formal hearing or; (2) withdraw your request for formal hearing, and (3) pay the penalty; the assessed penalty will be reduced by thirty-five percent (35%) pursuant to Iowa Code section 135C.43A (2013).**

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

<b>Citation Number:</b> #9084		<b>Date:</b> April 28, 2021		
<b>Facility Name:</b> Mill Valley Care Center		<b>Survey Dates:</b> March 10 – April 14, 2021		
<b>Facility Address/City/State/Zip</b>  1201 Park Street Bellevue, IA 52031		MW, VW, TAG		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<b>FACILITY RESPONSE:</b>			
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Facility Administrator
Date

**If, within thirty (30) days of the receipt of the citation, you (1) do not request a formal hearing or; (2) withdraw your request for formal hearing, and (3) pay the penalty; the assessed penalty will be reduced by thirty-five percent (35%) pursuant to Iowa Code section 135C.43A (2013).**