

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

<b>Citation Number:</b> #6041		<b>Date:</b> March 15, 2023		
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023		
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP		
<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>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 observation, interview, record review, and review of facility policy, the facility failed to ensure that two (Resident (R) 21 and R25) of 27 sampled residents were treated in a respectful and dignified manner. Specifically, the facility allowed R21's body to be repeatedly exposed to public view due to ill-fitting pants and/or incontinence briefs. Multiple incidents in which the resident's pants fell down resulted in psychosocial harm, with the resident expressing embarrassment, becoming tearful, and/or expressing fear that she would be sent from the facility in response to the incident. Additionally, staff stood over the R25 while assisting the resident with eating, rather than sitting at the resident's eye level, maintaining face-to-face contact.</p> <p>Findings include:</p>	<b>CLASS II</b>	<b>\$500.00</b>	<b>UPON RECEIPT</b>
-----------------	--	-----------------	-----------------	---------------------

*Lisa Hanson*  
\_\_\_\_\_  
Facility Administrator

*3/24/2023*  
\_\_\_\_\_  
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> #6041		<b>Date:</b> March 15, 2023		
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023		
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>Review of an undated "Admission Agreement" indicated, "The resident has a right to be treated with respect and dignity."</p> <p>1. Review of R21's undated "Resident Face Sheet," located in the resident's electronic medical record (EMR) under the "Resident" tab revealed the resident was admitted to the facility on 03/30/17 with a diagnosis of overactive bladder.</p> <p>Review of R21's quarterly "Minimum Data Set (MDS)," located in the resident's EMR under the "RAI (Resident Assessment Instrument)" tab with an Assessment Reference Date (ARD) of 11/03/22, revealed a "Brief Interview for Mental Status (BIMS)" score of 15 out of 15, indicating R21 was cognitively intact. This "MDS" also revealed R21 required limited assistance with toileting and was occasionally incontinent.</p> <p>During an observation on 02/22/23 at 9:55 AM, R21 was observed, by two surveyors, ambulating independently with a walker down the hallway. R21 stopped and spoke with the surveyors and stated she was going to her counseling appointment. R21 was observed by both surveyors to wear pants that were</p>			
--	---	--	--	--

\_\_\_\_\_  
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> #6041		<b>Date:</b> March 15, 2023		
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023		
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>approximately two sizes too large for the resident, and which were hanging nearly over her shoes.</p> <p>During an observation on 02/22/23 at 10:13 AM, R21 was observed, by two surveyors, standing outside the facility, preparing to get into the van to leave for her appointment. At the time of this observation, the Activity Supervisor (AS) was observed adjusting R21's pants and appearing to tuck the waist band of the pants inward. This process lasted for about three minutes.</p> <p>During an observation on 02/22/23 at 12:15 PM, R21 was observed walking down a hallway near the nurses' station. At the time of the observation, R21's pants and incontinence brief were observed to fall down around her ankles, exposing her bare bottom. Staff and other residents were present in the area. In response, R21 was then assisted by staff. At the time of this observation, R21 was wearing different pants from the previous two observations.</p> <p>During an interview on 02/23/23 at 10:05 AM, R21 stated, "My briefs fall down about two times a day. I don't know why it happens; I guess because I urinate a lot and they won't stay up. Sometimes hard for me to put them on. They fell two times yesterday while I was at my counseling appointment. It is embarrassing</p>			
--	--	--	--	--

\_\_\_\_\_  
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**

Citation Number: #6041		Date: March 15, 2023		
Facility Name: Mississippi Valley Healthcare and Rehabilitation Center		Survey Dates: February 20, 2023 – February 23, 2023		
Facility Address/City/State/Zip  500 Messenger Road Keokuk, IA 52632		CP		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>and I don't know what to do. I got some safety pins but those might pop open and scratch me. Do you think that tape will work?" R21 further stated, "Yesterday when I went to my appointment, it was raining, and my pants and briefs fell right down, and my pants fell right into the puddle and got wet." R21 stated the AS, "was nice and she came back here and got me some dry pants and brought them back to the appointment with me. She even helped me put them on." R21 stated, "People see my backside all the time and it is embarrassing to be like that in front of people. They told me that they were going to tell the head of nursing for me."</p> <p>During an interview on 02/23/23 at 11:27 AM, the Director of Nursing (DON) stated R21's incontinence brief falling down has been an ongoing issue for the past month. The DON further stated, "With the brief coming down, that's embarrassing, and she has said that it is embarrassing. She should not have that happening to her. I can't spend her money for her but I have talked to the Social Services Director (SSD) three times about this issue and buying her some pants. I just talked to her this morning because of the pants and briefs falling down at the appointment yesterday. Today she is wearing a dress but it will still happen. I was thinking about biker shorts or something tight, so the heavy brief won't pull the</p>			
--	---	--	--	--

\_\_\_\_\_  
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> #6041		<b>Date:</b> March 15, 2023		
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023		
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>pants down. The aides have tried tucking her pants into the top of her brief."</p> <p>During an interview on 02/23/23 at 11:44 AM, Certified Medication Aide (CMA) 2 stated R21's brief falls about two to three times a day. CMA2 stated, "You are able to see her bare bottom, and this has been happening roughly for the last couple of months. When she soils her brief, it gets heavy and falls." When asked the measures the facility had put into place, CMA2 stated "I know we have tried briefs and pull-ups but it keeps happening. She wets so much that they fall. We have tried to put underwear over her briefs, but they still fall. She gets really embarrassed and will say that she is embarrassed. I talked to the nurses about it. Everybody knows that it happens. I guess they are trying to come up with a plan." CMA2 further stated that R21 has been more incontinent lately. CMA2 stated R21 is "independent in putting on her brief and we have told her to call for help when she is in the bathroom so that we can make sure that it is pulled up all the way up but I don't know how often she actually calls for help."</p> <p>During an interview on 02/23/23 at 3:26 PM, the SSD stated, R21 "has been having stress incontinence and behaviors related to it." The SSD stated, "She needs help with putting on her incontinence briefs and they</p>			
--	--	--	--	--

\_\_\_\_\_  
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> #6041				
		<b>Date:</b> March 15, 2023		
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023		
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>are the kind with the sticky part and I don't think that she is able to get it on tight enough. I keep educating her on how to get it on. We have tried the pull-up kind and she stated those are uncomfortable to her. I think because of the way she is shaped like an apple; we can't get ones to fit her correctly. When she urinates, they fall because she doesn't have them pulled up far enough. Before her incident on yesterday that I was told about, the only other time that I know it happened was a little while back because it happened in my office. She had just left therapy and was coming to my office crying because she had an incontinent episode in therapy and her brief and pants fell down in my office. I made a note about it. This occurred on 12/30/22. The incontinence has been ongoing prior to December. When she had the incident yesterday at the doctor's office, the DON brought it to my attention, and we are going to have to figure something out. I was unaware of it happening before yesterday except for the time that it happened in my office. I was unaware that her bare bottom showed at any time."</p> <p>Review of R21's "Resident Progress Notes," dated 12/30/22, written by the SSD, located in the resident's EMR under the "Resident" tab revealed the following: "Res [resident] expressing emotional reaction-Fearful/upset/crying Res came to SS [social</p>			
--	---	--	--	--

\_\_\_\_\_  
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> #6041		<b>Date:</b> March 15, 2023		
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023		
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>services] office in tears and started to become more upset-crying harder. SS encouraged resident to take some big breaths and assisted her to sit-closed doors for privacy. Res was also malodorous. SS notes that Resident attends unit is around her ankles-wet-Resident reported that had an accident in the Therapy room--Res reported that she doesn't want to "be taken away". Res expressed that she is fearful that she is going to be placed to another facility due to her accidents-with urine-and occasional BM [bowel movement] incontinence. SS provided support and reassurance that she is not being discharged-nor sent anywhere else-as this is her home-till she asks for a referral otherwise. Res started to calm down and appeared to believe that she was "safe." Res stated that she doesn't understand why she is having so many accidents. SS talked with resident about going to the restroom more often-changing the type of brief that she is using--Res stated that it is hard to her to put on the other type of briefs and as she continues to use the "pull ups." SS reported that we would assist her with attaching the attends unit. Res also shared that she has been missing her son and Nephew and ... [son] had reported that he would come down to visit and has not--SS Notes that this had been an ongoing struggle with resident and her family not having strong contact. SS provided assists to resident's room-getting clean clothing-and linens.</p>			
--	---	--	--	--

\_\_\_\_\_  
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> #6041					<b>Date:</b> March 15, 2023
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023			
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP			
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>	

	<p>Resident much calmer-reported that she feels better-Res then walked to lunch. SS to continue to be available-as encouraged to Res."</p> <p>During an interview on 02/23/23 at 3:40 PM, the AS stated, "I took her [R21] to her appointment yesterday. When we were getting ready to get on the van, her brief had fallen down inside her pants. The brief was not wet; I think that it wasn't on properly. I was pulling her brief up using the outside of her pants. When were about to get back into the van to go to correct appointment location, her pants and brief fell completely down. You could only see her legs because her shirt covered her backside, and she had on a long jacket. I hurried and pulled them back up because we were in a parking lot but there was no one around." The AS further stated, "I used to be a [sic] aide on the floor and I used to take care of her. She has a large stomach and if the brief isn't pulled up over her stomach or up far enough, they fall down. It is hard for her to do it because she has to use one hand to pull up her brief and the other hand is on her walker to keep her steady so she has to keep switching hands back and forth. People think that she is independent, but she really isn't because she can't keep herself steady when putting on the brief. She can't fasten the tape on the brief with one hand. She really needs help and I guess the staff think that she is</p>				
--	---	--	--	--	--

\_\_\_\_\_  
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> #6041		<b>Date:</b> March 15, 2023		
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023		
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>more independent than she really is. Her incontinence episodes are getting more frequent. It is happening in activities and the residents are talking about her in front of her, but I redirect them but she has started to refuse to leave activities in order to get changed."</p> <p>2. During a dining observation on 02/21/23 at 8:07 AM, Licensed Practice Nurse (LPN) 2 was observed standing over R25 while feeding the resident. R25 was seated in a wheelchair in the assisted dining room at the time of observation. A chair was available in the assisted dining room for LPN2's use; however, LPN2 was observed for a four-minute continuous period, to stand over the resident while feeding her. Restorative LPN3 was observed to tell LPN2 to sit while feeding the resident.</p> <p>During an interview on 02/21/23 at 8:13 AM, LPN2 stated, "I didn't know to sit to feed her before because I have never fed a resident before."</p> <p>Review of R25's undated "Resident Face Sheet," located in the resident's EMR under the "Resident" tab revealed the resident was admitted to the facility on 03/02/20.</p>			
--	--	--	--	--

\_\_\_\_\_  
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> #6041		<b>Date:</b> March 15, 2023		
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023		
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>Review of R25's annual "MDS," located in the resident's EMR under the "RAI" tab with an ARD of 02/09/23, revealed a "BIMS" score of 11 out of 15, indicating R25 was moderately impaired. This MDS also revealed that R25 was independent with eating.</p> <p>During an interview on 02/22/23 at 10:33 AM, the SSD stated, "Staff should be seated when feeding a resident for dignity purposes."</p> <p>During an interview on 02/23/23 at 10:16 AM, the Administrator stated, "My expectation would be for the staff to be seated and at eye level with the resident so there can be conversations, unless when seated and the resident would not be at eye then they are able to stand."</p> <p>During an interview on 02/23/23 at 10:35 AM, Restorative LPN3 stated, "When assisting a resident to eat, the staff should be seated and at eye level."</p> <p>During an interview on 02/23/23 at 10:48 AM, the Dietary Manager (DM) stated, "When feeding a resident, the staff should be seated and having conversations with the residents. I see this here all the time and they really just need to take the time to sit down with the residents."</p>			
--	--	--	--	--

\_\_\_\_\_  
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> #6041		<b>Date:</b> March 15, 2023		
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023		
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>During an interview on 02/23/23 at 11:27 AM, the DON stated, "I expect for staff to sit when they are feeding residents, unless they are feeding two residents, then they can stand and feed the two residents."</p> <p>FACILITY RESPONSE:</p> <p>All staff were educated on Resident Rights in regards to Dignity to include treating all residents in a respectful and dignified manner. Regarding Resident #25 and all other similarly situated residents, all staff were educated on the importance of being at eye level with a resident, maintaining face-to-face contact when assisting a resident to eat. Regarding Resident #21 and all other similarly situated residents' all staff were educated the importance of communicating resident needs for well fitted clothing and need for increased assistance with toileting/incontinence to ensure residents dignity is maintained. Smaller pants, biker shorts and suspenders were purchased for resident. Residents needs will be reviewed quarterly during care plan conferences and as needed by Director of Nursing and/or other designee as assigned. Director of Nursing and/or other designee as assigned will monitor for</p>			3/15/2023
--	---	--	--	-----------

\_\_\_\_\_  
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**

	compliance on an ongoing basis.			
--	---------------------------------	--	--	--

<b>Citation Number:</b> #6041				<b>Date:</b> March 15, 2023	
<b>Facility Name:</b> Mississippi Valley Healthcare and Rehabilitation Center		<b>Survey Dates:</b> February 20, 2023 – February 23, 2023			
<b>Facility Address/City/State/Zip</b>  500 Messenger Road Keokuk, IA 52632		CP			
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>	

Lisa Hanson \_\_\_\_\_ 3/24/2023 \_\_\_\_\_  
 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).