

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

Citation Number: # 6860	Amended Citation – Fine amount reduced by 35% to \$325.00 on November 19, 2018 pursuant to Iowa Coded Section 135C.43A	Date: October 5, 2018		
Facility Name: Elmwood Care Centre	Survey Dates: September 17 – September 20, 2018			
Facility Address/City/State/Zip: 222 N. 15 th Street Onawa, IA 51040	MW/SS			
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
		II	\$ 500	Upon receipt

58.45(1)	<p>481—58.45(135C) Dignity preserved. 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>58.45(1) 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>Based on record review, resident and staff interviews. the facility failed to ensure the resident had a right to be treated with respect and dignity for 2 staff's interactions with residents. Staff C (former Administrator) raised his voice and did not speak appropriately to Resident #500 causing mental anguish. Staff D (CNA) had interactions with 5 residents that revealed a lack of kind and considerate care. The facility identified a census of 49 residents.</p> <p>Findings include:</p> <p>1. A Minimum Data Set (MDS) assessment dated 12/8/17 assessed Resident #500 with a brief interview for mental status (BIMS) score of "15" (no cognitive impairment). The resident had no delusions, hallucinations or behaviors identified. The resident required extensive staff assistance with bed mobility, transfers, dressing, toileting, personal hygiene and bathing. The resident admitted to the facility 9/8/17. The resident discharged from the facility 12/12/17.</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: # 6860	Amended Citation – Fine amount reduced by 35% to \$325.00 on November 19, 2018 pursuant to Iowa Coded Section 135C.43A	Date: October 5, 2018
Facility Name: Elmwood Care Centre	Survey Dates: September 17 – September 20, 2018	
Facility Address/City/State/Zip: 222 N. 15 th Street Onawa, IA 51040	MW/SS	
Rule or Code Section	Nature of Violation	Class II
		Fine Amount \$ 500
		Correction date Upon receipt

	<p>An incident reported by the facility regarding Staff C (former Administrator) occurred as follows:</p> <p>On 9/16/18 at 3:03 p.m. the resident stated he weighed 400 some pounds and measured 6'4" tall. He attempted to speak to Staff C about his bed, chair and diet. Staff C became rude and screamed and yelled at him. When asked how it made him feel, the resident stated he cried. It made him mad and upset. It made him feel terrible.</p> <p>A facility investigation summary (undated) revealed Staff B LPN (licensed practical nurse) stated Staff C raised his voice and with an authoritative tone told Resident # 500 if he didn't want to be at the facility that he would 'call every frickin facility in the United States' for alternate placement for the resident. The investigation timeline revealed the incident occurred on 9/12/17.</p> <p>In a typed statement, Staff C stated he spoke to Resident # 500 in a raised direct voice telling the resident that he would not allow the resident to disrespect the staff and they would treat him with respect if he treated the staff with respect. Staff C stated he repeated the question 'what do you want to do?' several times to the resident because the resident didn't answer. Staff C then documented that he told the resident he would call every frickin place, even out of state, if that is what he wanted. Staff C told 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**

Citation Number: # 6860	Amended Citation – Fine amount reduced by 35% to \$325.00 on November 19, 2018 pursuant to Iowa Coded Section 135C.43A	Date: October 5, 2018						
Facility Name: Elmwood Care Centre	Survey Dates: September 17 – September 20, 2018							
Facility Address/City/State/Zip: 222 N. 15 th Street Onawa, IA 51040	MW/SS							
Rule or Code Section	Nature of Violation	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; padding: 5px;">Class</td> <td style="width: 25%; padding: 5px;">Fine Amount</td> <td style="width: 60%; padding: 5px;">Correction date</td> </tr> <tr> <td style="text-align: center; padding: 5px;">II</td> <td style="text-align: center; padding: 5px;">\$ 500</td> <td style="text-align: center; padding: 5px;">Upon receipt</td> </tr> </table>	Class	Fine Amount	Correction date	II	\$ 500	Upon receipt
Class	Fine Amount	Correction date						
II	\$ 500	Upon receipt						

	<p>resident he wanted the resident to be where ever the resident wanted to go. Staff C stated he spoke with a raised voice, direct with empathy.</p> <p>During interview on 9/18/18 at 9 a.m. Staff C stated he didn't recall raising his voice. He stated he had never cussed in front of a resident. He stated he told the resident if he didn't want to be here 'they would look everywhere. They would even look in places the resident didn't know about'.</p> <p>During interview on 9/18/18 at 8:42 a.m. Staff B stated Staff C raised his voice. She didn't think the situation was abusive because she felt the resident was manipulating Staff C and not letting Staff C talk. She stated Staff C was loud and not in a kind way that you would talk to a resident.</p> <p>During interview on 9/17/17 at 11:46 p.m. Staff A certified occupational therapy aide (COTA) stated she was outside the room when the incident occurred. Both the resident and Staff C sounded loud. She did not listen to what they said.</p> <p>During interview on 9/17/18 at 10:47 a.m. Resident #27 stated Staff C acted mean and everyone said he was mean.</p> <p>Review of Staff C's personnel file revealed no counseling or disciplinary actions in the file. The facility investigation identified that Staff C was told not to</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: # 6860	Amended Citation – Fine amount reduced by 35% to \$325.00 on November 19, 2018 pursuant to Iowa Coded Section 135C.43A	Date: October 5, 2018						
Facility Name: Elmwood Care Centre	Survey Dates: September 17 – September 20, 2018							
Facility Address/City/State/Zip: 222 N. 15 th Street Onawa, IA 51040	MW/SS							
Rule or Code Section	Nature of Violation	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">Class</td> <td style="width: 25%; text-align: center;">Fine Amount</td> <td style="width: 60%; text-align: center;">Correction date</td> </tr> <tr> <td style="text-align: center;">II</td> <td style="text-align: center;">\$ 500</td> <td style="text-align: center;">Upon receipt</td> </tr> </table>	Class	Fine Amount	Correction date	II	\$ 500	Upon receipt
Class	Fine Amount	Correction date						
II	\$ 500	Upon receipt						

	<p>come to work beginning 9/13/17 until the facility investigation was complete.</p> <p>On 9/19/18 at 9:26 a.m. the current Administrator stated they did not have a date when Staff C returned to work.</p> <p>A list of terminated staff revealed Staff C left employment voluntarily on 1/26/18.</p> <p>b. An additional incident involved Staff D certified nurse aide (CNA) and Resident #500:</p> <p>During interview on 9/16/18 at 3:03 p.m. the resident stated Staff D CNA was very rude. He stated he could not recall what she said.</p> <p>On 9/18/18 at 3:30 p.m. Staff D stated the resident made a racial slur to her. She told the resident he made his life style choices and how can she assist him when he weighs over 500 pounds. Staff D informed the resident she was 5'1" and 130 pounds so how could she help him? She stated she may have said the f-word to Resident # 36 and she apologized. She stated she told another resident (#27) that what the resident wanted wasn't important and she needed to provide care to another resident. She said Resident #27 needed her blanket adjusted. Staff D stated during the time she had kid custody issues and PTSD (post-traumatic stress disorder). She stated she told residents she was on meds so she didn't choke</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: # 6860	Amended Citation – Fine amount reduced by 35% to \$325.00 on November 19, 2018 pursuant to Iowa Coded Section 135C.43A	Date: October 5, 2018						
Facility Name: Elmwood Care Centre	Survey Dates: September 17 – September 20, 2018							
Facility Address/City/State/Zip: 222 N. 15 th Street Onawa, IA 51040	MW/SS							
Rule or Code Section	Nature of Violation	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">Class</td> <td style="width: 25%; text-align: center;">Fine Amount</td> <td style="width: 60%; text-align: center;">Correction date</td> </tr> <tr> <td style="text-align: center;">II</td> <td style="text-align: center;">\$ 500</td> <td style="text-align: center;">Upon receipt</td> </tr> </table>	Class	Fine Amount	Correction date	II	\$ 500	Upon receipt
Class	Fine Amount	Correction date						
II	\$ 500	Upon receipt						

<p>anyone but she was just joking.</p> <p>A facility investigation dated 9/13/17 revealed Staff D told a resident the resident 's*** her pants and made a mess'. The resident involved felt upset because of what Staff D said. Resident #27 asked Staff D to assist her with repositioning and Staff D slammed the door and didn't help the resident. Resident #501 also asked Staff D to assist her to the bathroom. Staff D stated she would not take the resident because she had already taken her 3000 times. Staff D did not assist her. Resident #501 stated she felt scared around Staff D. On 9/14/17 the facility investigation revealed Resident #28 stated Staff D was rude and disrespectful a time or 2. A facility investigation dated 8/27/17 revealed Staff D cursed at Resident # 36 when the resident tried to tell Staff D she couldn't eat cheese.</p> <p>During interview on 9/17/18 at 10:47 a.m. Resident #27 stated Staff D was snotty and wouldn't do what she asked her to. She stated Staff D informed the resident that Staff D had to be on medicine or she was mean.</p> <p>An employee coaching form dated 8/29/17 revealed Staff D used inappropriate language in front of a resident. Review of staff terminated from employment revealed Staff D's termination date as 10/2/17 for unsatisfactory performance.</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: # 6860	Amended Citation – Fine amount reduced by 35% to \$325.00 on November 19, 2018 pursuant to Iowa Coded Section 135C.43A	Date: October 5, 2018
Facility Name: Elmwood Care Centre	Survey Dates: September 17 – September 20, 2018	
Facility Address/City/State/Zip: 222 N. 15 th Street Onawa, IA 51040	MW/SS	
Rule or Code Section	Nature of Violation	Class II
		Fine Amount \$ 500
		Correction date Upon receipt

	Facility Response:			
--	---------------------------	--	--	--

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).