

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

Citation Number: 8055		Date: June 17, 2020		
Facility Name: Dubuque Specialty Care		Survey Dates: May 26-June 10, 2020		
Facility Address/City/State/Zip 2935 Kaufman Ave. Dubuque, IA 52001		DO		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.10(8)	<p>481—58.10(135C) General policies.</p> <p>58.10(8) Infection control program. Each facility shall have a written and implemented infection control and exposure control program with policies and procedures based on the guidelines issued by the Centers for Disease Control and Prevention, U.S. Department of Health and Human Services. (I, II, III) CDC guidelines are available at www.cdc.gov/ncidod/dhqp/index.html.</p> <p>DESCRIPTION:</p> <p>Based on record review, observations, and interviews the facility failed to maintain infection control standards by allowing 3 staff members to work with symptoms of illness and failure of staff to wear personal protective equipment on 2 out of 4 days of observation. The facility reported a census of 48 residents.</p> <p>Findings include:</p> <p>1. Review of the Prevent COVID-19 screening log dated 4/17/20, identified Staff A, Certified Nurses Aid (CNA), with a new cough. Staff A was allowed to work in the facility.</p> <p>Review of the Employee Punch Report documented Staff A worked on 4/17/20, 4/19/20, and 4/20/20.</p>	I	<p>\$10,000</p> <p>(Held in Suspension)</p>	Upon Receipt
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Facility Administrator

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	<p>The Staff Surveillance tool listed Staff A's last day of work on 4/20/20, and listed a symptom of a sore throat. Staff A reported a positive COVID-19 test on 4/23/20.</p> <p>Review of the Employee Absence Form dated 4/21/20, listed illness of a sore throat and stuffy sinuses for Staff A.</p> <p>During an interview on 6/2/20 at 3:43 p.m., the Administrator and Nurse Consultant (RNC) reported that on 4/17/20 the staff who completed the screening for Staff A felt Staff A should not work due to a new cough. The Administrator and RNC reported the previous Director of Nursing (DON) allowed Staff A to work her shift as she felt the new cough was a result of allergies.</p> <p>During an interview with Staff A on 6/9/20 at 12:35 p.m., she reported when she arrived to work on 4/17/20 she requested to have the COVID-19 screener get the DON because of her symptoms of a cough and sore throat. Staff A reported the DON stated that with the phlegm in her throat it couldn't be COVID-19 and she was okay to work. Staff A continued to report feeling bad that week, and did not report to work on 4/21/20 due to illness. Staff A revealed the facility wanted a COVID-19 test completed on 4/22/20, after a resident tested positive for COVID-19. Staff A confirmed the test indicated she was positive for COVID-19 on 4/23/20. Staff A reported she did not have a face shield to wear during the last 4 night shifts she worked while she was feeling ill.</p> <p>2. Review of the Prevent COVID-19 screening log dated 4/27/20, identified the Administrator with an abnormal indication of a new cough and</p>			
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	<p>shortness of breath (SOB) and allowed her to work in the building.</p> <p>The Staff Surveillance tool listed the Administrator with no symptoms and a positive COVID-19 test on 5/2/20.</p> <p>During an interview with the Administrator on 6/3/20 at 12:42 p.m., she stated on the morning of 4/27/20 she had coughed one time prior to arrival to the facility. The Administrator reported she contacted the Director of Quality Assurance due to the symptom. The Administrator reported she had been instructed to hold her breath for 30 seconds. The Administrator reported she felt different after she held her breath, but she had been advised to monitor her symptoms.</p> <p>During an interview on 6/9/20 at 12:51 p.m., the Administrator confirmed working at the facility on 4/27/20, 4/28/20, 4/29/20, 4/30/20 and 5/1/20.</p> <p>3. Record review of the Prevent COVID-19 Employee Screening Log dated 5/9/20, documented Staff B, CNA, reported chills. The Employee Screening Log showed Staff B was allowed into the facility to work.</p> <p>Review of the Employee Punch Report verified that Staff B worked in the facility on 5/9/20, 5/10/20, 5/12/20, 5/13/20 and 5/14/20.</p> <p>Review of the COVID-19 Staff Surveillance tool identified Staff B with a positive COVID-19 test on 5/17/20.</p> <p>During an interview on 6/3/20 at 10:24 a.m., the</p>			
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	<p>Social Worker (S.W.) reported screening staff at times. The S.W. stated she was not sure what the protocol was if someone gave a "yes" answer to one of the screening questions. The S.W. indicated she would need to ask the DON or the Administrator.</p> <p>During an interview with the Business Office Manager (BOM) on 6/3/20 at 10:40 a.m., she stated she frequently screened staff into the facility. She reported if she received a "yes" response to the screening questions she would consult with the Director of Nursing, the Administrator or someone higher than her to approve entry into the facility. She reported if a staff member reported only a headache they would be allowed into the facility.</p> <p>Review of the Prevent COVID-19 screening log updated 4/9/20, lacked direction on the form as to what to do if someone indicated a "yes" to one of the screening questions.</p> <p>Review of the Prevent COVID-19 screening log updated 5/4/20, lacked direction on the form as to what to do if someone indicated a "yes" to one of the screening question.</p> <p>During an interview on 6/3/20 at 11:05 a.m., the Registered Nursed Consultant (RNC) reported the education for the Prevent COVID-19 screening tool was in an email. The RNC reported the person who received the email passed on the education to the next screener at the time and they would pass it on to the next screener. The RNC indicated the facility failed to document the training and the facility lacked a</p>			
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	<p>written procedure for staff to follow.</p> <p>During an interview on 6/4/20 at 1:25 p.m., the Administrator reported she did not believe the facility had a policy for screening staff or visitors into the facility.</p> <p>During an interview on 6/9/20 at 11:56 a.m., Staff B reported that she had not felt well for an extended period of time but she did not know the date of symptom onset. Staff B stated each shift she would report a symptom to the facility staff screening her, the screener would enter the facility and speak with an unknown staff member and then return and approve for her to enter the facility. She reported feeling at times her temperature was abnormally high compared to her normal temperature and would report that to the screener. She explained she continued to be approved to work in the facility.</p> <p>The facility provided a Checklist for Long Term Care Facilities Experiencing COVID-19 Outbreaks from the Iowa Department of Public Health, dated 3/27/20, directing the facility to screen all employees for fever and cough/breathing problems at the start and end of the shift. Ill staff should be sent home immediately.</p> <p>During an interview on 6/9/20 at 11:15 a.m., the DON reported she expected all staff in the facility to wear a facemask and a face shield or goggles while at work, unless they were in an office with a closed door.</p> <p>During an interview on 6/9/20 at 11:19 a.m., the</p>				
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	<p>DON stated the expectation is screening of people entering the facility is completed by management staff. If a staff member answers "yes" to any of the screening questions, the DON and Administrator conference with the staff member to evaluate the symptoms too determine which symptom is not a true symptom of COVID-19 and can be explained for some other reason.</p> <p>During an interview on 6/10/20 at 10:15 a.m., the Administrator stated the personal protective equipment (PPE) expectation is all staff will wear a face shield or goggles and a face mask at all times. The Administrator continued with resident care-staff are to add gloves and with a resident with COVID-19-add a gown. The Administrator confirmed a PPE shortage of face shields just before the first resident tested positive for COVID-19 (4/22/20). The Administrator reported the screening process currently is that management or a nurse does the screening, any screening questions that staff answered "yes" too are evaluated by the Administrator and DON.</p> <p>During an interview on 6/4/20, the Administrator confirmed 43 residents tested positive for COVID-19 and 11 of those residents passed away.</p> <p>4. An observation on 6/3/20 at 8:05 a.m., showed the RNC working at the nurse's station and failed to wear face shield.</p> <p>During an observation on 6/3/20 at 8:28 a.m., the RNC was located at the nurse's station by the dining room and lacked a face shield. The RNC</p>			
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	<p>left the nurse's station to go down the "B" hall the check on a resident calling out for help. During an observation on 6/4/20 at 2:44 p.m., the RNC sat within 1 foot of another nurse at the nurse's station by the dining room talking about Preadmission Screening and Resident Review (PASRR). The RNC's lacked a face shield and her face mask was down over her chin, not covering her nose and mouth.</p> <p>5. An observation on 6/3/20 at 8:13 a.m., showed Staff C, Cook, in the dining room attached to the main kitchen of the facility. Staff C failed to wear personal protective equipment (mask, face shield or goggles).</p> <p>An observation on 6/3/20 at 8:17 a.m., showed Staff D, Cook, and Staff E, Dietary Aide/Dishwasher, in the kitchen with no personal protective equipment worn.</p> <p>An observation on 6/3/20 at 8:25 a.m., showed Staff C pouring liquids into cups at the dining room counter. Staff C failed to wear personal protective equipment.</p> <p>An interview on 6/4/20 at 1:25 p.m., the Administrator reported a mask and eye coverings are required to enter the facility. She reported there may need to be more personal protective equipment used if an isolation area is entered.</p> <p>An observation on 6/4/20 at 2:28 p.m., revealed Staff F, Registered Nurse (RN), standing near the exit door of the hallway. Staff F faced the lounge area talking to other staff without PPE in place. Staff F was approached by a resident wearing a mask in the hallway.</p>			
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	<p>During an observation on 6/4/20 at 3:10 p.m., Staff G, Licensed Practical Nurse (LPN), stood at the nurse's station without a face mask or a face shield on.</p> <p>During an interview on 6/4/20 at 4:30 p.m., the RNC stated face shields are worn during direct resident care and are not needed in other areas.</p> <p>An interview on 6/10/20 at 9:37 a.m., the Dietary Services Manager reported staff must wear gloves as needed, goggles or face shields and face masks while working in the kitchen. She reported a face mask must be worn at all times while working in the kitchen. The face shield and face mask are required when staff are handling or serving food items. She reported she had seen staff not wearing personal protective equipment in the past.</p> <p>The facility provided an undated timeline that identified instances in which staff were reminded to wear the personal protective equipment at all times.</p> <p>The facility provided documentation of Personal Protective Equipment Guidance from the Iowa Department of Public Health, dated 4/1/20, directing healthcare workers to use a face mask and eye protection for all patient encounters.</p>			
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