

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

Citation Number: <b>9060</b>		Date: <b>February 19, 2021</b>		
Facility Name: <b>Rock Ridge Residential Center</b>		Survey Dates: <b>November 30, 2020 – December 14, 2020</b>		
Facility Address/City/State/Zip <b>400 Canton St. NW Shellsburg, Iowa 52332</b>		LK	93253-C, 94614-C, 94647-C	
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

<b>481-57.12</b>	<b>DESCRIPTION</b>	<b>I</b>	<b>\$5,250.00</b>	<b>Upon Receipt</b>
<b>57.12(5)</b>	<p><b>General policies. The licensee shall establish and implement written policies and procedures as set forth in this rule. The policies and procedures shall be available for review by the department, other agencies designated by Iowa Code section 135C.16(3), staff, residents, residents' families or legal representatives, and the public and shall be reviewed by the licensee annually. (II)</b></p> <p><b>Emergency care. The facility shall establish written policies for the provision of emergency medical care to residents and employees in case of sudden illness or accident. The policies shall include a list of those individuals to be contacted in case of an emergency. (I, II, III)</b></p> <p>Based on interviews and record review, the facility failed to have a policy in place regarding emergency care which included a list of individuals to be contacted in case of an emergency. Findings include:</p>			

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	<p>A review of Resident C1's closed record revealed an admission date of 3/9/19. Resident C1 passed away from complications of COVID-19 on 11/28/20. Resident C1 was diagnosed with COVID-19 in the afternoon of 11/17/20. Nurse's notes dated 11/20/20 at 2:30 pm, revealed Staff A sent Resident C1 to the emergency room when her oxygen level was at 35%. The notes also indicated Resident C1 was only mumbling when she spoke and was shaky.</p> <p>On 12/7/20 at 9:33 am, Staff H stated she worked on 11/20/20 during the first shift hours of 6 am to 2 pm. Staff H stated Resident C1 woke up and stated she felt "off." She allowed Resident C1 to sleep in and prompted her to eat breakfast later. The resident ate a small amount of breakfast and went back to bed. Immediately following breakfast Resident C1 was not as responsive as usual, was tired, and had increased incontinence throughout the morning. After lunch was served, which Resident C1 did not eat, she appeared to have a paler color. Staff H stated she left for her shift at between 1:50 pm and 2:00 pm. Staff H stated that prior to her leaving, Resident C1</p>			
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	<p>was incontinent and Staff H had Staff A assist her in changing her.</p> <p>On 12/2/20 at 9:25 am, Staff A stated she assisted Staff H in changing Resident C1 because she was incontinent just prior to 2:00 pm. Resident C1 had difficulty standing and was very shaky. Staff A took Resident C1's vitals which were within normal range, but her oxygen level was at 35%. Staff A called for an ambulance to take Resident C1 to the emergency room. She contacted Resident C1's physician earlier that morning because she had severe redness in her groin area and wanted to see if any new orders would be warranted. Staff A did not mention Resident C1 not feeling well to the physician as there was nothing unusual at that time. Staff A stated she did not take any vitals all morning on Resident C1 until after lunch when she noted her to be shaky when changing her. She said there were no rules or policies regarding residents who had COVID-19 and how they should monitor them or report symptoms/changes.</p> <p>On 12/9/20 at 10:00 am, Staff B stated staff could call the Administrator or Staff I (nurse) if they had a question. If it was an emergency the</p>			
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<b>481-57.25(1)</b>	<p>staff called 911. Staff B was not aware of any policy that indicated when to call a facility nurse versus calling 911. Staff B was not aware if a policy was in place that listed out when and how to call the Administrator and/or Staff I.</p> <p>On 12/14/20 at 1:24 pm, the Administrator confirmed the facility did not have a policy on general emergencies that included a list of individuals to be contacted in case of an emergency.</p> <p><b>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. (I, II)</b></p> <p>Based on interview and record review the facility failed to ensure all residents were treated with consideration, respect, and full recognition of dignity and individuality. Findings include:</p> <p>1. A review of Resident C1's closed record revealed an admission date of 3/9/19. Resident C1 passed away from complications of COVID-</p>			
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	<p>19 on 11/28/20. Resident C1 was diagnosed with COVID-19 in the afternoon of 11/17/20. Nurse's notes dated 11/20/20 at 2:30 pm, revealed Staff A sent Resident C1 to the emergency room when her oxygen level was at 35%. The notes also indicated Resident C1 was only mumbling when she spoke and was shaky.</p> <p>On 12/7/20 at 9:33 am, Staff H stated she worked on 11/20/20 during the first shift hours of 6 am to 2 pm. Staff H stated Resident C1 woke up and stated she felt "off." She allowed Resident C1 to sleep in and prompted her to eat breakfast later. The resident ate a small amount of breakfast and went back to bed. Immediately following breakfast Resident C1 was not as responsive as usual, was tired, and had increased incontinence throughout the morning. After lunch was served, which Resident C1 did not eat, she appeared to have a paler color. Staff H stated she left for her shift at between 1:50 pm and 2:00 pm. Staff H stated that prior to her leaving, Resident C1 was incontinent and Staff H had Staff A assist her in changing her. Staff H also stripped all of the bedding off of the bed because it was wet.</p>			
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	<p>On 12/2/20 at 9:25 am, Staff A stated she assisted Staff H in changing Resident C1 because she was incontinent just prior to 2:00 pm. Resident C1 had difficulty standing and was very shaky. Staff A took Resident C1's vitals which were within normal range, but her oxygen level was at 35%. Staff A called for an ambulance to take Resident C1 to the emergency room. Staff A stated she did not know whether or not the ambulance crew re-took her oxygen level when they arrived because she did not go to the room with them but told them if they needed anything she would be at the desk.</p> <p>On 12/1/20 at 10:25 am, one of the ambulance staff was interviewed. He stated when they arrived to the facility at approximately 2:30 pm on 11/20/20, they were told what room Resident C1 was in but staff did not go with them. Staff A met the ambulance staff at the door and gave them paperwork. Staff A stated Resident C1's oxygen level was 35%. He stated he was flabbergasted at the low number and asked Staff A who the nurse was for Resident C1. Staff A stated she did not know who her nurse was. The ambulance crew found Resident C1 in her room wearing a sweater and</p>			
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	<p>pants and lying on her bed. The bed was stripped of all bedding and the resident was not covered up. The resident was incontinent of bowel and bladder. She was responsive to pain and but only moaned when spoken to. Resident C1's oxygen level was taken and read 10% and her hands were bluish/purple. The ambulance staff was extremely concerned regarding the condition Resident C1 was found in on 11/20/20.</p> <p>2. A review of personnel records on 11/30/20 revealed Staff E was hired on 1/30/15 as a certified medication aide. Staff E worked full time on the overnight shift (8 pm - 6 am).</p> <p>On 12/10/20 at 4:00 pm, Resident #2 stated Staff E usually took up to 45 minutes to answer a call light. She loved her home at the facility and loved all the staff except for Staff E. Resident #2 stated all other staff staff were helpful but Staff E appeared to have a "no hands on" stance and would not physically help you. In her opinion, Staff E gave residents the impression that she did not care about them.</p> <p>On 11/3/20 at 11:11 am, Staff F stated she worked with Staff E during the 2nd shift hours.</p>			
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	<p>and stated she could be rough with residents. Resident #6 needed the assistance of one staff for transfers. Staff F had seen Staff E transfer Resident #6 before "hard and fast" and heard the resident tell Staff E to not be so rough. She also heard Staff E yell at Resident #5 once. Staff E once took Resident #5's clothes from her room and took them to the washing machine to wash them. Resident #5 came out of her room to get her clothes back and told Staff E she was "just an old hag." Staff E responded by calling Resident #5 a "bitch."</p> <p>On 12/2/20 at 9:25 am, Staff A stated she did not work with Staff E but had heard Staff E answered staff and residents in a snotty demeanor/ tone.</p> <p>On 12/9/20 at 10 am, Staff B stated she had not seen Staff E be rough with any residents but had heard her say: "This isn't a nursing home, you have to do it yourself." Staff B stated all of the residents at the facility had complained about Staff E at one time or another.</p> <p>On 12/14/20 at 9:46 am, Staff E stated she had not had any concerns or incidents with being rude or saying rude things to anyone since her</p>			
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	<p>incident in 2016. Staff E stated she now went outside and bit her tongue.</p> <p>On 12/5/20, the Administrator typed up a statement because she could not locate the original disciplinary paperwork regarding an incident in 2016. The statement indicated the following points:</p> <ul style="list-style-type: none"> <li>- Staff E had a history of having a rude tone when speaking to others</li> <li>- Staff E was disciplined and suspended for 10 days in 2016 for yelling at a resident and telling them she would not feed them lunch</li> <li>- Staff E has been spoken to on many instances, including recently by the Administrator for tone of voice. The administrator indicated in the statement that Staff E could come off as rude and somewhat aggressive. She had not witnessed this behavior personally from Staff E but learned of it from residents and other staff. Staff E had said things like: "I'm not your mother," or "I'm not your maid."</li> </ul> <p>On 12/14/20 at 1:24 pm, the Administrator confirmed Staff E continued to use a rude tone of voice toward residents and staff.</p>			
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	<p>A review of facility policies on 11/30/20 revealed a policy titled Dignity and Respect. The policy read: "The 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."</p> <p><b>FACILITY RESPONSE</b></p>			
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