Iowa Department of Inspections and Appeals
Health Facilities Division
Adult Services Civil Penalty Citation

Date: September 3, 2024
Program Name: Irving Point
Address: 910 7th Street
Type of Action: 117352-C
Date(s) of Action: 7/8/24 – 7/17/24
Citation #: 10564

State Rule #	State Rule	Amount of Civil Penalty
67.27(1)c	69.27(1) If a tenant does not receive personal or health-related care, but an observed significant change in the tenant's condition occurs, a nurse review shall be conducted. If a tenant receives personal or health-related care, the program shall provide for a registered nurse: c. To assess and document the health status of each tenant, to make recommendations and referrals as appropriate, and to monitor progress relating to previous recommendations at least every 90 days and whenever there are changes in the tenant's health status; Based on interview and record review the Program failed to complete a nurse review with a change in health status. This pertained to 1 of 2 discharged tenants reviewed (Tenant C2). Findings follow: 1. Review of Tenant C2's file on 7/15/24 revealed Patient Communication Notes indicating the following: - On 10/19/23 Tenant C2's family member took her to the hospital for evaluation related to back pain due to falls. - A note date of 10/25/23, created on 10/27/23, indicated Tenant C2 had a L5 fracture (burst fracture). She would be discharged from the hospital and going to skilled care. - A note date of 11/16/23, created on 11/24/23, indicated Tenant C2 returned to the Program. - A note date of 11/22/23, created on 11/24/23, indicated Tenant C2 was seated on the couch soaked in urine without pants and was confused and unable to answer questions. There were four containers of her meals on the table that were not touched except for one container where she had eaten dessert. She was taken to the hospital. - On 11/24/23 Tenant C2 was admitted to the hospital with a diagnosis of sepsis without septic shock, a urinary tract infection (UTI) and encephalopathy. Review of an investigation completed on 2/12/24 revealed the following statements: - Staff C's statement indicated on Tuesday 11/20/23 (note that Tuesday was 11/21/23) the former Nurse called Staff C to check Tenant C2's phone. When Staff C entered her apartment, she saw her plant was knocked over. She asked Tenant C2 if she was okay and she said she was fine. She went downstairs to get a phone charger. Once Tenant C2's phone was charged they called her daughter. She went back later to deliver her evening meal and the	**$3500.00**

	plant was knocked over again. Staff C asked again if Tenant C2 was okay and she said yes and requested a beverage. Staff C texted the former Nurse and suggested getting a urinalysis (UA) for Tenant C2 and the former Nurse replied okay. Staff C also told the former Nurse again in person when she saw her later that night. On Wednesday 11/21/23 (note that the following day it was 11/22/23) Tenant C2's daughter called on the intercom for Staff C to let her into the building and into Tenant C2's apartment. She unlocked the door and went to complete her medication pass. She received a telephone call about 15 to 20 minutes later from Tenant C2's daughter to call 911. Staff C and the former Nurse responded. On the way the daughter called and said she would call 911. When Staff C and the former Nurse entered her apartment Tenant C2 was laying on the couch with her protective undergarment around her calves. She was not talking but moved her arms to communicate. She was transported to the hospital via emergency medical services (EMS). - The Administrator's statement indicated on Tuesday she received a voice message from Tenant C2's daughter who requested to have Tenant C2 call her. It was also noted she also wanted to ensure her phone was charged. The Administrator went to the tenant's apartment and saw her sitting in her wheelchair looking out of the window. Tenant C2 informed her she would call her daughter later. The phone was in the charger. She noticed a plant was knocked over and told her she would ask for staff to clean it up. Tenant C2 said she was fine. The Administrator called Tenant C2's daughter and told her she would be calling her soon. She returned to the apartment after 5:00 p.m. as she forgot to ask staff to clean up the plant and she was going to do so herself. Tenant C2 was still looking out of the window and the plant was cleaned up. Tenant C2 said Staff C had come in and cleaned it. The Administrator indicated both times Tenant C2 did not seem in duress and was quiet per normal. - The former Nurse's statement indicated she was informed by staff that Tenant C2's daughter was there and was calling 911. The former Nurse and staff responded to her apartment and the daughter stated Tenant C2 was seated on the couch, soaking wet with no protective undergarment or pants, and appeared to be very confused. The former Nurse asked Tenant C2 what year it was and received no answer; she asked if she knew where she was and she received no answer. The daughter indicated she had put the protective undergarment on her and that there were four containers of lunch and supper on her table that had not been touched. The former Nurse looked and one of the containers had a dessert missing. The daughter was concerned she was not eating. 2. When interviewed on 7/16/24 at 3:39 p.m. Staff C said the former Nurse had asked her to go and charge Tenant C2's phone. Tenant C2 spoke with her daughter and Staff C took her supper. Staff C told the former Nurse that Tenant C2 was a little off and that maybe a UA needed to be done. The former Nurse said okay and she would get one. She sent a text message to the former Nurse and also told her in person. Staff C said she did not think the UA got done. The next day at the time of the medication pass Tenant C2's daughter arrived and found Tenant C2 laying on the couch and she called 911.	

	When interviewed on 7/17/24 at 3:04 p.m. the Administrator said on Tuesday, Tenant C2's family or another individual had called and asked to speak with Tenant C2. Her phone was not charged, which was not unusual for Tenant C2. The Administrator went to her apartment and she was looking at the window. The plant was knocked over. It was the day prior to her going out to the hospital. 3. Review of Tenant C2's hospital records on 7/16/24 indicated the arrival date and time to the emergency department (ED) was 11/22/23 at 5:10 p.m.. She was admitted on 11/22/23 and was discharged to a skilled nursing facility on 12/6/23. Hospital records indicated she was transferred to the ED via EMS for evaluation of an altered mental status. It was noted she was severely altered and would not state her name. Tenant C2's family reported they had been trying to call her all day, went to her apartment and found her slumped over. She was found on the couch, with her pants down, incontinent of urine and dark stools in her protective undergarments. She had three meals delivered that had not been eaten. Her blood pressure at 5:22 p.m. was 200/75 and her heart rate was 108. Hospital problems included acute metabolic encephalopathy, acute cystitis with hematuria, sepsis with encephalopathy without septic shock and hypertensive emergency. It was noted Tenant C2 was hypertensive and afebrile. The early sepsis was likely related to either a urinary tract infection or skin fold cellulitis. 4. Tenant C2's file lacked a nurse review completed related to change in health status reported to the former Nurse and also lacked documentation of a UA or the request to the provider to obtain a UA. 5. When interviewed on 7/17/24 at 3:04 p.m. the Administrator confirmed all nurse reviews were provided for the tenants reviewed.	