

**Department of Inspections, Appeals, and Licensing  
Health & Safety Division  
Citation**

<b>Citation Number</b> #10932		<b>Report date</b> October 27, 2025		
<b>Facility name</b> Lake Mills Care Center		<b>Survey dates</b> October 14, 2025 – October 16, 2025		
<b>Facility address</b> 406 South 10 <sup>th</sup> Avenue				
<b>City</b> Lake Mills, IA		<b>DC</b>		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date
<b>58.19(2)j</b>	<p><b>481—58.19(135C) Required nursing services for residents.</b> The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:</p> <p><b>58.19(2) Medication and treatment.</b></p> <p style="padding-left: 20px;"><i>j.</i> Provision of accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in mental, emotional, or physical condition. (I, II, III)</p> <p><b>DESCRIPTION</b></p> <p>Based on record review, policy review and staff interviews, the facility failed to promptly identify, intervene and notify the provider of an acute change in a resident’s uncontrolled pain following a fall on 7/21/25 for 1 of 3 residents reviewed (Resident #1). On 7/21/25 at 4:00 AM, Resident #1 had a witnessed fall. When the nurse assessed her, she reported pain to her leg but had range of motion to her legs. After transferring the resident to the bed, the resident reported an increase in pain reporting it was the worst pain ever. The nurse faxed the physician instead of sending her for evaluation. The resident continued to put her call light on seven times between 4:50 AM to 5:15 AM reporting to staff severe pain. The nurse said she just needed to wait for the Tylenol to kick in, because it isn’t quick acting. At 7:15 AM the next shift nurse sent the</p>	<b>Class I</b>	<b>\$6750.00</b>	<b>Upon Receipt</b>

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	<p>resident to the hospital Emergency Department (ED) due to yelling out in pain. The hospital ED records noted the resident had a comminuted left acetabular fracture with protrusion of femoral head in the pelvis. The facility reported a census of 48 residents.</p> <p>Findings include: Resident #1's Minimum Data Set (MDS) Assessment dated 5/6/25 identified a Brief Interview of Mental Status (BIMS) score of 5 indicating severe cognitive impairment. The MDS include diagnoses of hypertension (high blood pressure), anxiety and monoplegia (paralysis of a single limb) of the upper limb affecting the left nondominant side.</p> <p>Resident #1's Care Plan with a focus area for pain documented an intervention dated 5/29/25 directed staff to notify the physician if interventions are unsuccessful or if current complaint is a significant change from my past experience of pain.</p> <p>Resident #1's Incident Report for the fall on 7/21/25 at 4:15 AM documented she complained of hip pain but kept switching left or right side.</p>			

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	<p>Resident #1’s Pain Score in the Electronic Health Record at 4:32 AM documented a score of 10 on a scale of 1 to 10, 10 being the worst pain.</p> <p>On 10/14/25 at 4:25 PM Staff B, Licensed Practical Nurse (LPN) verbalized on the early morning of the fall she was working as an aide. Staff B reported Staff A, LPN came over the walkie and said she would need help getting Resident #1 up due to having to lower her to the floor. Staff B reported when she got to the room, Resident #1 was by the bathroom door on the floor. Staff B reported the resident was complaining of lots of pain at the time. Staff B reported when Staff A and her got Resident #1 up she was in pain but did take steps. She verbalized they got her in bed and she still was in pain. Staff B reported she asked Staff A if she was going to send her out and Staff A said she could not due to it being a different provider (meaning doctor) for the Resident #1.</p> <p>On 10/15/25 at 10:38 AM Staff D, LPN stated prior to Resident #1’s fall, Staff D could not recall her ever complaining of pain.</p> <p>On 10/15/24 at 1:33 PM Staff C, Certified Nurses Aide (CNA) reported Resident #1 kept hitting her call light every 5 minutes or so because she was in so much pain. Staff C verbalized she reported it to Staff A. Staff C</p>			

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	<p>reported roughly 45 minutes after Resident #1 got into bed she finally settled down.</p> <p>Review of Resident #1's call light log documented she put her call light on seven times between 4:50 AM and 5:15 AM.</p> <p>On 10/15/24 at 2:40 PM Staff A, LPN reported the bed alarm was going off for Resident #1 and she heard it from the nurses station. Staff A reported Resident #1 was 3 feet away from the bed and the walker and wheelchair were next to the bed. Staff A verbalized she tried to get Resident #1 to wait but she wouldn't wait. Staff A reported Resident #1 was unsteady walking so she went right to her. Staff A reported she was walking behind Resident #1 on the left side and Resident#1 turned quickly toward the bathroom. Staff A reported she couldn't get behind Resident #1 and Resident #1 slipped and fell back against the door and facing Staff A. Staff A verbalized as Resident #1 was sliding to the floor she was supporting Resident #1's head. Staff A reported a little ways off the floor Resident #1 lost her footing and dropped to the floor about 2 feet from the floor. Staff A verbalized Resident #1 dropped to her left side with legs facing toward the bathroom. Staff A reported she can't remember for sure if Resident #1's legs were bent or not. Staff A reported Resident #1 sat herself up and leaned her back against the door. Staff A reported Staff B came in and Staff A talked about the machine to get Resident #1 up and Resident #1 started to try and get herself up.</p>			

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	<p>Staff A verbalized prior to Staff B coming in Staff A assessed range of motion on Resident #1. Staff A reported Resident #1 complained of pain to her legs. Resident #1 could lift and rotate her legs. Staff A reported she asked Resident #1 to point to where it hurt and Resident #1 pointed to the leg. Staff A reported Resident #1 could not rate the pain. Staff A reported no shortening noted at the time. Staff A reported she knew Resident #1 hit her leg. Staff A reported the pain was not a lot when moving Resident #1 and once in bed she rated it worse. Staff A reported Resident #1 verbalized it as the worst pain ever. Staff A reported that is why she documented the pain score at a 10. Staff A reported at the time of the fall the facility did not call the doctor with every fall. Staff A reported she gave Resident #1 tylenol and around 5:15-5:30 AM Resident #1 was sleeping. Staff A reported Resident #1 was putting her call light on once Staff A gave her the tylenol and she kept asking for medication. Staff A reported she does not remember staff reporting pain for Resident #1. Staff A verbalized Resident #1 had aches and pain but the pain had not been localized. Staff A reported it is per nursing discretion for calling the doctor.</p> <p>On 10/16/25 at 9:30 AM The Director of Nursing verified the facility did not do education on pain, assessment of pain and when to notify the physician with falls. She reported she was not aware of Resident #1 having the severe pain that was reported by the staff working.</p>				

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	<p>On 10/16/25 at 12:02 PM Staff E, LPN reported she got a report at 6AM on 7/21/25 and then got her medication cart ready. Staff E reported she went down west hall and started a medication pass when she heard yelling at around 6:45 AM coming from room 12 window side (Resident #1's bed). Staff E reported Resident #1 was yelling out "Help me! Help me! I'm in so much pain." Staff E reported Resident #1's eyes were red and she was facial grimacing so Staff E knew it was really bad. Staff E reported she forgot to chart in her documentation that Resident #1's left leg was abducted out and wouldn't let Staff E move her. Staff E verbalized she called the son because he visits frequently and told him Resident #1 needed to go to the hospital to be checked out because she was in a lot of pain and the staff could not move her. Staff E then sent Resident #1 by ambulance to the hospital Emergency Department (ED) to be further evaluated. Staff E reported Resident had mild aches and pains but never acted like how she was with the severe pain.</p> <p>On 10/16/25 at 1:05 PM Spoke with Staff F, CNA reported on 7/21/25 when she did walk through at 6 AM, Resident #1 was sleeping in bed. At around 6:45 AM Staff F went in to see if Resident #1 would want to get up for breakfast. Staff F reported Resident #1 began yelling out she was in pain. Staff F reported she could tell it in her eyes she was in pain. The nurse came in right away when she started yelling.</p>			

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	<p>The facility policy titled Fall Occurrence with a revised date of February 2024 lacked direction for staff in relation to pain with falls, what to do for the pain and when to notify the physician in relation to the pain.</p> <p><b>FACILITY RESPONSE</b></p>			

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