STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IAALPD264	A. BUILDING _____ B. WING _____	02/19/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LAKESIDE VILLAGE	2067 HWY 4 PANORA, IA 50216

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
A 000	Initial Comments Assisted Living Programs for People with Dementia are defined by the population served. The census numbers were provided by the Program at the time of the on-site. General Population Number of tenants without cognitive disorder: 39 Number of tenants with cognitive disorder: 2 Memory Care Unit Number of tenants without cognitive disorder: 3 Number of tenants with cognitive disorder: 11 TOTAL Census of Assisted Living Program for People with Dementia: 55 The following regulatory insufficiencies were cited during the Investigation of Complaint #81220-C.	A 000	See attached POC 3/14/19	
A 012	481-67.3(1) Tenant Rights 481-67.3 Tenant rights. All tenants have the following rights: 67.3(1) To be treated with consideration, respect, and full recognition of personal dignity and autonomy. This Requirement is not met as evidenced by: Based on interviews the Program failed to ensure tenants were consistently treated with consideration, respect, and full recognition of personal dignity and autonomy. This pertained to 3 of 10 tenants reviewed (Tenant #1, Tenant #2, Tenant #3, and Tenant #4). Findings follow: Tenant #1 resided in the assisted living. He stated on 2-18-19 at 2:34 p.m. Staff A used profanity when they disagreed on a situation. He stated she directed a derogatory expletive at him and he	A 012		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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A 012	Continued From Page 1	A 012		

stated he repeated this back at her. He stated that Staff A is rude, he does not like her and he will not talk to her anymore due to her negative attitude and rudeness. He stated that Staff A will tell other staff not to listen to him and stated he failed to report this to management due to fear of retribution.

Tenant #2 resided in the memory care unit. She scored 4 on the Global Deterioration Scale and indicated moderate cognitive decline. On 2-18-19 at 3:40 p.m. she stated that staff were "not so nice" and got mad at her when she used her walker. She stated it was because she was "hard to take care of." She stated she did not want to say who was not nice to her.

Tenant #3 resided in the memory care unit and did not have cognitive impairment. She complained to management that Staff A was rude and treated her poorly. Tenant #3 passed away on 2-14-19 before she could be interviewed. On 2-18-19 at 4:18 p.m. her niece stated Tenant #3 commented several times Staff A treated her rudely, offered little help when needed, and did not like her.

Tenant #4 resided in the memory care unit. On 2-18-19 at 3:45 p.m. his wife stated she had several negative interactions with Staff A. She stated she brought up a concern and Staff A responded, "What do you want me to do about it? I wasn't here." She stated Staff A used a loud rude tone of voice and failed to offer assistance and proceeded to walk away. She stated this made her feel horrible and disrespected.

On 2-18-19 at 2:04 p.m. Staff B stated she observed Staff A treat several tenants in the memory care and assisted living units poorly. She stated Staff A often used profanity when she became agitated with a tenant. She stated she

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A 012	Continued From Page 2 observed Staff A grab Tenant #2's arm and push her into a chair. She observed Staff A treat Tenant #2 roughly several times and reported this to the Manager. She recalled Staff A shouted in the hallway that Tenant #1 called her an derogatory expletive and tenants were present. Staff A treated Tenant #3 poorly and management would not do anything about it. Staff A had a past incident of throwing a towel at Tenant #3 and used expletives at her when frustrated. She stated she brought several instances to the manager and nothing would change. On 2-18-19 at 1:24 p.m. Staff C stated Tenant #2 fell and asked Staff A for assistance. She stated she heard Staff A say to Tenant #2, "You put yourself there." and refuse to assist at first, before finally helping get Tenant #2 off the floor. She stated she heard Staff A "snap" at Tenant #2 on several occasions and Tenant #2 stated, "That woman doesn't like me". Staff C stated she felt Staff A treated tenants in a gruff, rude, and unprofessional manner on several occasions. On 2-18-19 at 2:20 p.m. Staff D stated Staff A could have a bad attitude. She came across as aggressive to the tenants and confused them. She stated she observed Staff A put medications in front of Tenant #2 and walk away without observing her swallow them. Staff A would come back and then yell at Tenant #2 to take her medications. She stated she had concerns about Staff A working with Tenant #3 due to past issues. She communicated her concerns to the Manager, but nothing was done about it. On 2-18-19 at 1:54 p.m. Staff E stated Tenant #3 and two other tenants had complained to her about Staff A and how she treated them. On 2-14-19 at 2:11 p.m. Staff F stated she did not	A 012		

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A 012	Continued From Page 3 like the tone of voice Staff A used when she became frustrated. She stated tenants would not speak up about Staff A. On 2-18-19 at 1:40 p.m. Staff G stated several tenants complained to her about Staff A and they did not like her. On 2-18-19 at 4:26 p.m. the Manager confirmed she received complaints from tenants and staff about Staff A. She stated she spoke to Staff A two times about her approach with tenants. She stated she talked to her about not being so gruff and abrupt when working with the tenants.	A 012		

The Lakeside VILLAGE
2The Lakeside Village
2067 Highway 4
Panora, Iowa 50216-8696

✓ 4/22/19

OK 4/19/19

Date: 02/28/2019
Investigation Intake #: IA00081220
Plan of Correction (POC) Submitted For:
- Investigation Date: 02/19/2019

POC:

A. **481-67.3 Tenant rights. All Tenants have the following rights: 67.32(2) To receive care, treatment and services which are adequate and appropriate:**
   a. The program failed to ensure tenants were consistently treated with consideration, respect, and full recognition of personal dignity and autonomy. 3/10 tenants interviewed had felt their rights were violated by Staff A.

i. Program POC:
   1. Staff A was disciplined and put on a performance improvement plan. As a part of her disciplinary actions she was required to complete the following education:
      i. Professionalism in the Workplace (1hr)
      ii. Understanding Behaviors Consideration of Resident Rights (1hr)
      iii. Respecting Resident Rights (2hr)
      iv. Caregiver Conduct (1hr)
      v. All educations have been completed.
      vi. Staff A will also attend the next Senior Housing Management Dementia Training which is currently scheduled for March 14, 2019.
   2. In order to ensure all staff members are aware of possible violations of resident rights:
      i. An in-service regarding harassment was completed on February 26th.
      ii. An in-service addressing resident rights and grievance response is scheduled for March 12th.
   3. Staff member A is to have meetings with RN and/or Manager every 2 weeks to check in regarding behavior and address any concerns for 3 months and then as needed.
   4. The Program plans to monitor Employee performance to ensure compliance:
      i. Resident interviews will be completed by manager or designee at random times.