DEPARTMENT OF INSPECTIONS AND APPEALS

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	S0259	A. BUILDING: _____ B. WING _____	C 11/10/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RIVER VALLEY PLACE OF OTTUMWA	173 EAST ROCHESTER STREET OTTUMWA, IA 52501

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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 visit. Tenants without cognitive impairment: 16 Tenants with cognitive impairment: 7 Total census: 23 No regulatory insufficiencies were cited during the investigation of Complaints #130280-C, #130300-C and #130477-C. The following regulatory insufficiency was cited during the investigation of #130567-C	A 000		
A 150	481-67.2(3) Program Policies and Procedures 67.2(3) The program shall follow the policies and procedures established by the program. This REQUIREMENT is not met as evidenced by: Based on interview and record review, the program failed to ensure staff followed the dependent adult abuse reporting policy for 1 of 1 tenant reviewed with an allegation of abuse (Tenant #1). Findings follow: During interview on 11/03/25 at 1:55 p.m. Staff B stated about one month ago Tenant #1 told her Staff A grabbed her by her arm to get her up on the overnight shift, which resulted in bruising to her left forearm. Staff B said she texted a picture of the bruised left arm to the on-call registered nurse (RN). Management staff later said Staff A	A 150		

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could no longer work with Tenant #1 or be in her room.

On 11/05/25 at 3:10 p.m. Staff B said she texted a picture of the bruising to Tenant #1's arm to the covering RN, but she didn't recall if she told the nurse of Tenant #1's allegation that Staff A grabbed her by the arm. Staff B said she told Staff C of the allegation, who indicated she would report it to the Regional Director of Operations (RDO).

On 11/06/25 at 9:00 a.m. Staff B confirmed she didn't write an incident report regarding Tenant #1's allegation of Staff A grabbing her by her arm resulting in bruising.

During interview on 11/03/25 at 3:15 p.m. Staff C stated Tenant #1 said Staff A grabbed her by her arm on the overnight shift and tried to lift her. Tenant #1 had bruising on her left forearm and complained of pain in the arm. Staff C said she immediately notified the Regional Director of Operations (RDO), who indicated she would talk with Tenant #1 and her daughter. After the RDO talked with Tenant #1 and her daughter, Staff A was no longer allowed in Tenant #1's room. Staff C said this incident happened about a month ago, when the Health and Wellness Director (HWD) was on vacation.

On 11/05/25 at 3:30 p.m. Staff C said she called the RDO and told her Tenant #1 and her family didn't want Staff A to work with the tenant anymore because of the bruises she left on Tenant #1's arm. The RDO came to the program at a later date and talked with Tenant #1 and her daughter.

On 11/06/25 at 9:05 a.m. Staff C confirmed she

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didn't write an incident report regarding Tenant #1's allegation of Staff A grabbing her by her arm resulting in bruising.

During interview on 11/05/25 at 11:00 a.m. Tenant #1 stated she liked most of the staff except Staff A. Tenant #1 said Staff A told her she had to do everything by herself, so she reported her and Staff A could not come into her room anymore. When asked if Staff A ever hurt her, Tenant #1 said Staff A hurt her right arm when she grabbed it to get Tenant #1 up from the toilet. Tenant #1 said she had bruising on her arm and it was still sore. Tenant #1 indicated her left arm was also sore. Tenant #1 said the incident happened 2-3 weeks ago. According to Tenant #1 cognitive assessments dated 5/27/25, she had no cognitive decline.

During interview on 11/05/25 at 1:55 p.m. Tenant #1's daughter recalled the conversation on/around 10/06/25 when the RDO came to Tenant #1's room to talk with Tenant #1 and her daughter regarding Staff A. The daughter said her mother expressed concern Staff A expected Tenant #1 to do everything by herself and didn't want to assist her. Tenant #1 said Staff A was rude to her. The RDO agreed to their request for Staff A not to work with Tenant #1 any longer. Tenant 1's daughter didn't recall if they discussed the bruise on her mother's arm and the allegation Staff A caused the bruise. The daughter said she was aware of the bruises and her mother's allegation it was caused by Staff A grabbing her arm, but the daughter was skeptical of the allegation because her mother bruised very easily and hated Staff A.

During interview on 11/10/25 at 11:00 a.m. the RN confirmed she covered for the HWD when she

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was on vacation in October. The RN recalled she was notified by staff of a skin tear to Tenant #1's elbow and she wrote a progress note on/around 10/03/25. The RN said she didn't recall anyone notifying her of bruising to Tenant #1's arm or alleging a staff person grabbed the tenant's arm, resulting in injury. She checked her text messages and said she didn't find any notification from staff regarding bruising to Tenant #1's arm or an allegation of abuse.

An internal investigation written by the RDO indicated she investigated an incident on the overnight shift of 10/06/25 involving Tenant #1 and Staff A. The RDO talked with Tenant #1 and her daughter about the tenant's concerns. According to the written investigation, Tenant #1 indicated Staff A had scratched her with her fingernail when transferring her and had turned out her bathroom light and shut her bathroom door (against the tenant's wishes). Tenant #1 and her daughter requested Staff A no longer go into Tenant #1's room and the RDO agreed to the request. The internal investigation contained no information regarding bruising to Tenant #1's arm or of Staff A grabbing the tenant's arm.

Review of Tenant #1's record revealed no incident reports in the months of September, October or November regarding bruising to either arm or of an allegation regarding Staff A grabbing her by the arm. A progress note entered on 10/03/25 by the covering RN indicated Tenant #1 obtained a small skin tear on her right elbow area during a transfer. A staff member's fingernail rubbed against the tenant's skin and caused a small tear. There was no progress note in October regarding bruising to Tenant #1's arm.

During interview on 11/05/25 at 4:00 p.m. the

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A 150	Continued From page 4 RDO confirmed she received a note from staff on/around 10/06/25 when she was in the building. The note indicated Tenant #1 wanted to talk with her. The RDO talked with Tenant #1 and her daughter regarding concerns with Staff A. Tenant #1 complained Staff A did not want to assist her, shut her bathroom door and turned the bathroom light off and scratched her during a transfer. Tenant #1 didn't indicate the scratch was purposeful. Tenant #1 and her daughter requested Staff A no longer work with her and the RDO agreed. The RDO indicated nothing was said about bruising to Tenant #1's arm or of Staff A grabbing her by the arm. The RDO said she didn't know of Tenant #1's bruising on her arm. No one reported to her Tenant #1 had bruising to her arm caused by Staff A grabbing her. The RDO said when she told Staff A she could no longer work with Tenant #1 due to the concerns expressed by the tenant and family, Staff A didn't argue about it. On 11/06/25 at 1:20 PM the RDO verified the program's dependent adult abuse policy, which required staff to immediately report allegations of abuse and write an incident report. She confirmed staff failed to write an incident report regarding the allegation of abuse. The program's policy and procedure entitled, "Dependent Adult Abuse Prevention and Reporting" indicated staff should immediately notify a manager or supervisor if abuse was suspected and document the incident on an incident report form.	A 150		