Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: #10544			**Date:** August 21, 2024
Facility Name: Ramsey Village		**Survey Dates:** August 5, 2024 – August 7, 2024	
Facility Address/City/State/Zip 1611 27th Street Des Moines, IA 50310-5499	CP		

Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
58.43(9) ✓ ok/CP	**481—58.43(135C) Resident abuse prohibited.** Each resident shall receive kind and considerate care at all times and shall be free from mental, physical, sexual, and verbal abuse, exploitation, neglect, and physical injury. **58.43(9)** Allegations of dependent adult abuse. Allegations of dependent adult abuse shall be reported and investigated pursuant to Iowa Code chapter 235E and 481—Chapter 52. (I, II, III) **DESCRIPTION:** Based on clinical record review, facility document review, and staff interview, the facility failed to report suspected dependent adult abuse within the required two-hour time frame for one resident (Resident # 9). The facility reported a census of 61 residents. Findings include: A Quarterly Minimum Data Set (MDS) Assessment documented Resident#9 had the diagnoses including non- traumatic brain dysfunction, dementia, high blood pressure, and stroke. The Brief Interview for Mental Status (BIMS) documented the resident scored a 3 out of 15, which indicated severe cognitive loss for daily decision-making skills. The MDS revealed the	Class II	$500.00	UPON RECEIPT

Lana Cozza — Facility Administrator

8/28/24 — Date

If, within thirty (30) days of the receipt of the citation, you (1) do not request a formal hearing or; (2) withdraw your request for formal hearing, and (3) pay the penalty; the assessed penalty will be reduced by thirty–five percent (35%) pursuant to Iowa Code section 135C.43A (2013).

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	resident required maximum assist of two staff members for transfers from surface to surface, and total dependence for cares including toileting, and showers. The MDS indicated that the resident used a manual wheelchair for moving about the facility with total dependence of staff. A facility Self-Report dated 8/5/24 revealed Staff A, Certified Nurse Aide (CNA) reported an allegation that Staff B, Certified Medication Aide (CMA), while assisting a resident who became verbally aggressive and combative with cares, attempted to place a glove in the resident's mouth. The self-report additionally documented Resident #9 stated he wished he wasn't in the facility and Staff B responded to the resident in an unkind and demeaning manner. The Self-Report noted the approximate date and time of the occurrence was 8/3/24 at 5:00 pm. The Amendment Details of the report documented the report was initially filed on Sunday, 8/4/24 but was filed in error regarding the Assisted Living portion of the facility. That was closed out and refiled on Monday 8/5/24 correctly for the nursing facility. On 8/6/24 at 11:25 am the Administrator stated the incident happened on Saturday 8/3/24. The report			

Facility Administrator — Date: 08/28/24

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	was initially filed with the State Agency on Sunday 8/4/24 and amended on Monday 8/5/24. She stated Staff B, CMA was suspended immediately upon notification of the incident. She stated Staff B had been employed at the facility since mid-June, 2024 and had no disciplinary action prior to this incident. The Administrator stated Staff A, CNA had been employed since 7/16/24 but had been a CNA since November of 2023. She stated education was given to Staff A of the need to report abuse concerns immediately. On 8/6/24 at 12:53 pm, Staff A, CNA stated she was in the room of Resident #7, which he shares with his spouse, on the evening of 8/4/24 with Staff B, CMA. She stated both residents have behaviors. She explained she and Staff B were getting both residents ready to go to dinner and Resident #7 was speaking about not wanting to live in the nursing facility. She reported Staff B replied to Resident #7 that his children don't care about him and that is why he lived there. She stated Staff B needed to change the resident's soiled clothing and after she was through, Staff B removed her soiled gloves and balled the gloves up into her hand and put them towards the mouth of Resident #7 while telling him to "Shut up". She stated Resident #7 closed his lips. She stated she could not say if Staff B was trying to put the gloves in			

Laura Cozo — Facility Administrator

08/28/24 — Date

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	the resident's mouth but they were near his mouth. Staff A stated the rest of the shift was busy and the incident slipped her mind and she did not report this until the following day. She stated she reported it to Staff C, Licensed Practical Nurse (LPN) the morning of 8/5/24. On 8/6/24 at 3:52 pm, Staff C, LPN stated Staff A reported her concerns regarding Staff B and Resident #7 to her, stating Staff B was being aggressive and mean to the resident. She stated she immediately called the manager on duty for the facility and reported this to her. The facility provided an educational memo to all staff on 8/6/24 with the definition of abuse and neglect and the need for immediate reporting of any such instances. The memo directed staff as follows; All allegations of Resident abuse, neglect, exploitation, mistreatment, injuries of unknown origin and misappropriation should be reported immediately to the charge nurse. The charge nurse is responsible for immediately reporting the allegations of abuse to the Administrator, or designated representative.			

Laura Cole — Facility Administrator

08/28/24 — Date

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	The facility policy Nursing Facility Abuse Prevention, Identification, Investigation and Reporting Policy, revision date July 2019, documented the following: Reporting - All allegations of Resident abuse shall be reported to the Iowa Department of Inspections and Appeals not later than two (2) hours after the allegation is made. **FACILITY RESPONSE:**			

Laura Cozz — Facility Administrator

8/28/24 — Date

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Laura Cozad
Facility Administrator

08/08/24
Date

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58.43 (9) Ramsey Village reports abuse allegations within the 2-hour timeframe.

1. Resident #9 and other residents have allegations reported within 2 hours.
2. Staff A and Staff B are no longer employed at the facility. Employees were educated regarding the abuse policy and procedure as well as abuse reporting requirements.
3. The Executive Director or designee will provide staff education regarding abuse policy and reporting requirements twice per year, as well as during new hire orientation. Any violation of these requirements by an employee will result in termination of employment.
4. Any concerns found will be taken through the quarterly quality assurance process.