



BOARD OF REGISTERED NURSING

CASE NO: 19-13747-RN

DATE: February 3, 2021

FINAL REPORT

SUBJECT

Name:

Alias:

Residence Address:

Mailing Address:

Telephone Number:

Email Address:

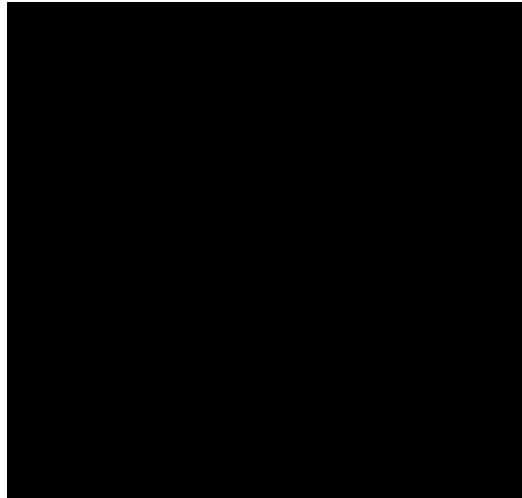
Description:

Date of Birth:

CA Driver's License:

Occupation:

CA Professional License:

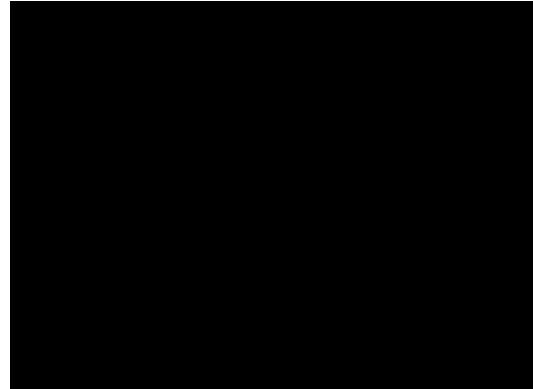


COMPLAINT INFORMATION

Board Case Number:

Date(s) of Occurrence:

Violation Location:



Related Case(s):

Related Board Case Number:

Violation Location:

This case was opened on April 23, 2019 and assigned to Callori on May 14, 2019. There is a companion case (19-13974-RN, Subject: [REDACTED]) to this investigation. The companion case was opened on June 27, 2019.

A large portion of this report and the companion case for [REDACTED] are identical. The portions of this report highlighted in yellow are not in the report for 19-13974-RN. The rest of the report appears to have been cut/paste with 19-13974-RN. It is not clear which report was written first, but this is the original case between the two.

Callori charged 52 hours worked to this case. The issue first brought forward on the companion case was that Callori had used 27.5 hours for report writing as of January 7, 2011, but had only written six pages. On this case, Callori charged a total of 21.75 hours to Report Writing in CATS.

All the notes I put in this report are written in blue.

ADMINISTRATIVE VIOLATIONS

Business and Professional Code Section 2761 – The board may suspend or revoke a license issued under this chapter for any of the following:

- (a) Unprofessional conduct, which includes, but is not limited to, the following:
 - (1) Incompetence, or gross negligence in carrying out usual nursing functions.

SYNOPSIS OF INVESTIGATION

On April 5, 2019, the Board of Registered Nursing (Board) received a complaint from [REDACTED] concerning [REDACTED]. It was alleged on February 27, 2019, when a patient was prepared for their endoscopic procedure the IV placement caused the patient pain from the insertion. The patient was later diagnosed by a neurologist which determined the IV caused nerve damage resulting in the patient experiencing pain and numbness. The patient alerted [REDACTED] of the issues.

When [REDACTED] went to review the record of the patient, it was found the IV portion was not completed fully and it was unknown who the nurse was that had completed the IV. An internal investigation was conducted to determine who was responsible for the patient's IV problems. Although [REDACTED] thought the admitting nurse was [REDACTED] was unable to confirm who was responsible for the botched IV. [REDACTED] interviewed the charge nurse, [REDACTED] who was unable to identify who was responsible for the IV. [REDACTED] later was found to have altered the patient record and was terminated due to violation of [REDACTED] code of conduct.

The investigation revealed [REDACTED] had been terminated for improperly completing a patient's chart. [REDACTED] admitted to fault, wrote a statement of guilt, and as a result accepted the termination. [REDACTED] believes she had no reason to complete the chart, other than in error, especially for a patient that had been identified as having harm caused to them as a result of the IV. [REDACTED] said she had completed the IV for another patient on a different day and inadvertently wrote down the IV information on the patient's chart. [REDACTED] said

she had been assigned case review, which is the reason she was in possession of the patient's chart and how she wrote on it in error.

[REDACTED] continues to work as a RN for [REDACTED] in the emergency room. Per an email provided by [REDACTED], she was awarded a gift card by charge nurses for her attention to detail during a possible COVID-19 incident.

This case is referred to the Board for review and appropriate action.

NARRATIVE

On April 5, 2019, the Board of Registered Nursing (Board) received a complaint from [REDACTED] concerning [REDACTED] (Attachment 1). It was alleged on February 27, 2019, when a patient was prepared for their endoscopic procedure the IV placement caused the patient pain from the insertion. The patient was later diagnosed by a neurologist which determined the IV caused nerve damage resulting in the patient experiencing pain and numbness. The patient alerted [REDACTED] of the issues.

When [REDACTED] went to review the record of the patient, it was found the IV portion was not completed fully and it was unknown who the nurse was that had completed the IV. An internal investigation was conducted to determine who was responsible for the patient's IV problems. Although [REDACTED] thought the admitting nurse was [REDACTED] was unable to confirm who was responsible for the botched IV. [REDACTED] interviewed the charge nurse, [REDACTED] who was unable to identify who was responsible for the IV. [REDACTED] later was found to have altered the patient record and was terminated due to violation of [REDACTED] code of conduct.

On April 23, 2019, the Division of Investigation (DOI) opened an investigation at the request of the Board into the allegations against [REDACTED].

Between May 28, 2019 and June 12, 2019, Callori charged a total of 5.5 hours to CATS; 3.5 hours for Review – Codes/file/documents/records, 30 minutes for Telephone Calls, one hour for Report Writing, and 15 minutes for Letters/memos/correspondence.

Interview of [REDACTED]

Case 19-13974-RN provides a date of this interview as June 13, 2019, that the interview was an in-person interview with [REDACTED] and that she told Callori the following.

[REDACTED] said she had received a phone call from a patient (later identified as [REDACTED]) on February 25, 2019, in which the patient had explained he received nerve damage due to the insertion of an IV. [REDACTED] said she went to pull the chart for the patient, and the chart did not have any IV information filled in. She said the admitting nurse had failed to enter that information on the form, so she was unaware of who could have been the nurse to fail to document the IV, as well as determine if the patient had any complaints during the insertion of the IV.

[REDACTED] said on or around February 27, 2019, she approached [REDACTED] and the admitting nurse to determine if either of them were responsible for the insertion of the IV

and the missing case patient note. [REDACTED] told [REDACTED] she didn't remember, but she would just go ahead and fill in the information because she probably was the one responsible for starting the IV on the patient. When [REDACTED] told [REDACTED] the reason was due to patient harm, [REDACTED] said she did not start the IV and didn't recall the patient. [REDACTED] said she gave the admitting nurse a verbal warning regarding the incident and re-educated her on the need for proper documentation.

[REDACTED] said she pulled several patient files, including the patient who had damage to their hand due to the IV, to be included for a monthly peer review process. The monthly review process is for multiple different charts to be reviewed. She said [REDACTED] is a charge nurse, so she was part of the peer review process and when [REDACTED] found out that the patient's file had been pulled, [REDACTED] said she was approached by [REDACTED]. [REDACTED] said [REDACTED] questioned as to why the chart had been pulled. [REDACTED] said in addition, [REDACTED] had walked around the facility and asked colleagues trying to determine why the patient's file had been pulled in addition to the other files. [REDACTED] said she told [REDACTED] to objectively review all the charts and not pick certain files to review.

[REDACTED] said after the peer review was completed, she noticed the patient's file had been changed. All the IV information had now been completed. [REDACTED] said she confronted [REDACTED] about the change in the patient's chart. [REDACTED] told her it must have been an accident that she filled it in. When she explained to [REDACTED] this was from the patient with the patient harm issue, [REDACTED] said she is not sure why she put that information in the chart, but she went ahead crossed out the falsified IV information and marked error on the chart.

[REDACTED] explained to [REDACTED] that because she had knowingly filled in false documentation, [REDACTED] would have violated their code of conduct. [REDACTED] said by improperly filling out the patient chart it became an issue of charting and falsifying documentation and therefore was unethical. [REDACTED] said [REDACTED] provided a typed out and signed statement identifying that she had mistakenly charted IV information and had crossed it out in error (**Attachment 2**). [REDACTED] said this action violated their code of conduct and [REDACTED] was terminated from her employment.

[REDACTED] said [REDACTED] was a veteran nurse, who had worked in an emergency room as a RN. So, when she saw the error, she couldn't believe [REDACTED] would have falsified the information. I asked [REDACTED] who she thought would have failed to document the chart from the beginning. She said she wasn't positive, but she suspected it could have been [REDACTED]. [REDACTED] said she reviewed other patient charts to determine if the handwriting was similar and based on some of the charts, [REDACTED] handwriting looked similar. She said [REDACTED] and [REDACTED] had a friendly relationship so it's possible [REDACTED] was covering for her friend. But [REDACTED] said she couldn't be for certain. [REDACTED] provided me with a redacted patient record filled out by [REDACTED] as a comparison to the one filled out for [REDACTED] (**Attachment 3**). [REDACTED] said [REDACTED] is no longer working at the facility.

[REDACTED] provided me with a redacted copy of the patient's chart (**Attachment 4**). The chart showed IV information filled in, and then crossed out and marked error. Next to the error marking it was initialed " [REDACTED] ", dated March 28, 2019, and timed at 1630 hours.

In addition to the patient record, [REDACTED] provided me the policies and procedures regarding the Code of Conduct and charting, and the nursing schedule (**Attachment 5**). These policies received have been summarized below:

- Documentation Guidelines for Nursing Care: Registered nurse is responsible for documentation of nursing care and for completion of the medical record.
- Compliance Code of Conduct: To achieve high standards of business and personal ethical conduct and complying with all local, state and federal laws and regulations.
- Nursing schedule sheet from February 20, 2019, showing [REDACTED] and [REDACTED] on duty.

I asked [REDACTED] if she could provide me with the patient's information, in the event I wanted to get a statement from the patient. [REDACTED] said she would reach out to their legal team and then to the patient to see if they could provide the information to me.

End of Interview.

On June 13, 2019, Callori charged to CATS 45 minutes for Review – Codes/file/documents/records, 1.75 hours for Travel, 1.25 hours for Interview – Complainant/victim, 15 minutes for Telephone Calls, one hour for Information Requests (CLETS, DMV, Internet, Choicepoint), and 15 minutes for Letters/memos/correspondence. These times all correspond with Callori's interview and follow up emails to [REDACTED]

On June 14, 2019, Callori charged to CATS two hours for Report Writing.

On July 19, 2019, Callori charged to CATS 15 minutes for Letters/memos/correspondence. Callori's email records show no emails related to this case on this date. Callori's vehicle travel log shows no activity for this date.

July 25, 2019, Callori charged to CATS 15 minutes for Letters/memos/correspondence. Callori's email records show he sent an email to [REDACTED] on this date. Callori's vehicle travel log showed he went from Elk Grove to Sacramento from 0800-1300 hours.

On June 26, 2019, [REDACTED] emailed me informing that the patient had been given my contact information and would be giving me a call or email to further discuss the incident. On June 26, 2019, I received an email from [REDACTED] provided his telephone number so that I could contact him for an interview.

Callori's email records confirm the above paragraph related to emails with [REDACTED].

On June 27, 2019, Callori charged to CATS 45 minutes to Letters/memos/correspondence. Callori's email records show he received an email from [REDACTED] on June 26, 2019 at 1724 hours and responded on this date.

On July 10, 2019, Callori charged to CATS 15 minutes for Letters/memos/correspondence. Callori's email records show he received an email from [REDACTED] on this date asking Callori to call

him the following Monday (July 15, 2019). Callori responded to [REDACTED] email stating he would call [REDACTED].

On July 15, 2019, Callori charged to CATS one hour for Review – Codes/file/documents/records, 30 minutes for Interview – Witness, and 30 minutes for Letters/memos/correspondence. The report does not document any interviews for this date. Callori's email records show he sent [REDACTED] an email on this date requesting information, and the email implied he had talked to [REDACTED] about the incident. Callori's cell phone records and vehicle travel log don't show any activity for this date.

On July 26, 2019, Callori charged to CATS 15 minutes for report writing.

On July 31, 2019, Callori charged to CATS two hours for report writing.

On September 10, 2019, Callori charged three hours for Review – Codes/file/documents/records. Callori interviewed [REDACTED] on September 11, 2019, and showed [REDACTED] two photo line-ups during the interview. On case 1 [REDACTED] Callori documented travel and information request in CATS on September 10, 2019. Callori's vehicle travel log showed he went from Elk Grove to Sacramento from 1200-1500 hours on this date.

Interview of [REDACTED]

On September 11, 2019, I conducted an in-person interview of [REDACTED] at a business located at [REDACTED]. He told me the following in summary.

[REDACTED] said he was checked in for his endoscopic procedure by one nurse then another nurse approached him to insert the IV. He said this nurse had difficulty inserting the IV, so they brought over another nurse, or he said it was possibly the Anesthesiologist, to try to put in the IV. He said that is when they hit a nerve and he felt immediate pain and his hand went numb. He said after the procedure he followed up with his neurologist who found that he had nerve damage. He was prescribed pain medication.

I explained that his medical record was incompletely filled out, so there was not any certainty as to who the nurse was that completed the IV. He described the nurse as a smaller framed, blonde haired woman. He said she mentioned she was from [REDACTED] or [REDACTED] California, because she told him she worked at the hospital in [REDACTED].

I showed [REDACTED] a photo lineup with [REDACTED] in one of the photos. He said he just couldn't recall what she looked like. I showed [REDACTED] a photo lineup with [REDACTED] in one of the photos. He was not able to identify the nurse in this lineup either.

[REDACTED] provided a signed authorization for release of his medical records.

End of Interview.

Callori did not document the interview of [REDACTED] in CATS on this case. Callori did document the interview in CATS under case 19-13974-RN on September 11, 2019.

September 18, 2019 through October 30, 2020

Callori charged 21 hours to CATS, 11.25 hours for Report Writing, seven hours for Review – Codes/file/documents/records, 15 minutes for Letters/memos/correspondence, 15 minutes for Interview – Attempted, 1.5 hours for Documents/Evidence – Pickup/deliver/request/obtain/audit, and 45 minutes for Telephone Calls. The breakdown of the specific CATS entries are as follows:

Report Writing:

- September 18, 2019 – One hour and 45 minutes
- October 29, 2019 – 45 minutes
- February 12, 2020 – Two hours
- February 27, 2020 – One hour and 30 minutes
- March 3, 2020 – One hour
- July 8, 2020 – Three hours
- July 10, 2020 – One hour and 15 minutes

Review – Codes/file/documents/records:

- September 25, 2019 – Two hours
- March 9, 2020 – Two hours
- June 29, 2020 – One hour
- July 1, 2020 – One hour
- July 20, 2020 – One hour

Letters/memos/correspondence

- October 29, 2019 – 15 minutes

Interview – Attempted:

- July 1, 2020 – 15 minutes

Documents/Evidence – Pickup/deliver/request/obtain/audit:

- July 9, 2020 – One hour and 30 minutes

Telephone Calls:

- September 22, 2020 – 30 minutes
- October 30, 2020 – 15 minutes

On June 25, 2020, Callori emailed Alvarado requesting 10 additional hours for this case and 10 additional hours for the companion case (19-13974-RN). In the email, for both cases Callori stated the following related to what he had done to date and what he needed to do:

To date:

- Interviewed complainant
- Interviewed victim
- Obtained medical records
- Obtained Policy and procedures

To do:

- Interview subject
- Report writing

Alvarado authorized 10 additional hours for both cases.

Interview of [REDACTED]

On December 4, 2020, I conducted a telephone interview of [REDACTED]. The interview was conducted by telephone due to the COVID pandemic. She told me the following in summary:

[REDACTED] said she has been working as a registered nurse since 2005. She said she started off in [REDACTED] working as an emergency and trauma nurse at the [REDACTED]. She said she wanted to move back home to California, so when she moved back, she took the job with [REDACTED] in 2018 through 2019.

[REDACTED] said she recalls the incident in question. She said it was their quarterly peer case review and she had been given numerous patients charts from [REDACTED] which she had to review. She said she was sitting at the nursing station reviewing the charts when a colleague asked her to assist with an IV insertion. [REDACTED] said she inadvertently took [REDACTED] case file as she walked over and wrote down the IV information on [REDACTED] intake form, not the correct patient's form. She then went back to work on the peer reviews. I asked if her colleague realized what she had done, or how [REDACTED] was able to retrieve [REDACTED] case file and get it back in the peer review. She said she wasn't certain, but it could have been that her colleague brought it back to her indicating she had accidentally left it when she came over.

[REDACTED] said after that moment she was called into the office by [REDACTED] to discuss [REDACTED] chart. [REDACTED] said [REDACTED] was pissed because she had written down IV information for [REDACTED] chart after it was known the information was left blank. [REDACTED] said she was shocked and immediately admitted to [REDACTED] the mistake. She explained to [REDACTED] regarding the mix up and that she had written down the information on [REDACTED] chart in error. [REDACTED] said she crossed out the entries on [REDACTED] chart, marked it as error, and wrote her initials down. In addition, [REDACTED]

said she typed out a response identifying her error and explaining that it was unintentional.

[REDACTED] was told to go on administrative leave for two days, pending a facility investigation into the issue. After the two days, [REDACTED] contacted [REDACTED] and informed her she had been terminated due to violation of their code of conduct.

[REDACTED] said she was shocked. She said there was no reason for her to claim that she did the IV on a patient that had patient harm done. She said that it would have made no sense as to why she would go the chart and put herself at risk by filling that out. She said when she learned of the error, she had no issue admitting the guilt and signing a letter of statement regarding the incident.

I asked [REDACTED] if she had any reason to fill out that chart to protect or assist one of her colleagues. She said no, she would never risk her job or license to do that, especially for a patient that had been identified as having an issue from the IV.

She said after being terminated she went on disability, and she said [REDACTED] and [REDACTED] attempted to block her eligibility from receiving the disability. She said the administrative law judge ultimately sided with her, siting that it had been a minor mistake, but not one that should not grant her the ability to collect disability insurance.

[REDACTED] said after her disability she returned to work as a Registered Nurse at [REDACTED] working in the emergency room. I asked if all is going well with her position at [REDACTED]. She said yes. Although she is extremely busy with the COVID pandemic, she was recently awarded a gift card for her attention to detail that could have helped avoid exposure of COVID to a part of the hospital that was not prepared to handle a patient with COVID. She said there was a patient that had been admitted with all the symptoms of COVID and due to the lack of beds in the emergency room, they tried to move the patient to a different part of the hospital. [REDACTED] said she fought the transfer because she knew that part of the hospital did not have the proper space or set-up to house a patient with COVID. The patient was instead quarantined and due to those actions, her charge nurse, as well as the charge nurse in the other wing of the hospital, awarded her for her actions. [REDACTED] provided the emails received from those charge nurses (**Attachment 6**).

End of Interview.

On December 4, 2020, Callori's timesheet showed he was off on this date on personal leave. Callori's monthly activities report for December 2020 showed he charged eight hours to PLP – Personal Leave Program for December 4, 2020. Callori did not have a CATS entry for the above interview under this case or companion case 19-13974-RN. Callori's cell phone records do not show any activity for this date. Callori's vehicle travel log shows no activity for this date.

Callori's cell phone records show he called [REDACTED] on January 5, 2021 at 1034 hours and the call lasted two minutes. Callori's cell phone records show he received two telephone calls from (916) 574-[REDACTED] on January 5, 2021. The first call was at 1108 hours and lasted 25 minutes, the second call was at 1234 hours and lasted 26 minutes. Callori's email records show he sent [REDACTED] an email on January 5, 2021 at 1327 hours with an attached authorization for release of her medical records. Callori asked [REDACTED] to sign the form and return it to him.

The emails Callori referenced as Attachment 6 above were emailed to Callori on January 6, 2021 at 1818 hours. Attachment 6 was included in the email from [REDACTED] along with the signed copy of release for employment records.

Employment Records [REDACTED]

On January 4, 2020, I sent an email request to [REDACTED] for [REDACTED] employment records from [REDACTED]. On January 21, 2021, the records were received (Attachment 7) and certified by [REDACTED]. I reviewed the records and located the following pertinent documents:

- Job Description
- A list of disciplinary actions taken against [REDACTED]
 - March 8, 2019, issues with follow instructions from supervisor.
 - March 14, 2019, unprofessional behavior towards supervisor.
 - March 18, 2019, called in sick two hours before shift began.
 - March 27, 2019, working unapproved overtime hours.
 - March 28, 2019, issue discussed in complaint.

On January 4, 2021, Callori charged to CATS 30 minutes for Telephone Calls. Callori's cell phone records and vehicle travel log showed no activity for this date. Callori's email records do not show an email sent to [REDACTED] on this date as noted above. Callori received an email with the signed authorization for release of employment records from [REDACTED] on January 6, 2021 at 1818 hours. Callori emailed [REDACTED] on January 7, 2021 a copy of the signed authorization for release of [REDACTED] employment records. Callori's email records show he did receive the records from [REDACTED] on January 21, 2021.

On January 5, 2021, Callori charged to CATS one hour for Report Writing.

On January 6, 2021, Callori charged to CATS 2.5 hours for Report Writing in two separate entries, one for two hours from 0800-1000 hours and one for 30 minutes from 1430-1500 hours.

On January 6, 2021 at 0835 hours, Callori emailed Alvarado with a request for additional hours. Callori had used 44 hours for the investigation and was requesting an additional eight hours. Callori listed the following related to actions completed and actions needed to complete:

Description of Actions Completed to Date:

- Interviewed complainant
- Obtained redacted patient records
- Obtained policies and procedures and additional evidence
- Interviewed witness
- Obtained authorization for release
- Interviewed subject
- Obtained authorization for release of employment records

Description of Actions Needed to Complete Case:

- Review employment records
- Finish report writing, print out attachments for report

Callori documented in the request for additional hours that he had obtained the authorization for release of employment records. Callori obtained the signed authorization for employment records from [REDACTED] on January 6, 2021 at 1818 hours (after he had submitted the request), and [REDACTED] on January 11, 2021.

On January 7, 2021, Callori charged to CATS 30 minutes for Documents/evidence – Pickup/deliver/request/obtain/audit, and one hour for Meeting – Supervisor/investigator/field assistant. Callori did send an email to [REDACTED] on this date requesting the employment records for [REDACTED]. Callori had case review on this date.

On January 8, 2021, Callori charged to CATS 15 minutes for Report Writing.

Interview of [REDACTED]

On January 11, 2021, I conducted a telephone interview of [REDACTED]. The interview was conducted by telephone due to the COVID-19 pandemic. She told me the following in summary:

[REDACTED] said she vaguely recalls the incident from February 20, 2019. She said she was the admitting nurse for the patient and had completed the top portion of the chart. However, she did not complete the IV portion of the chart, because she did not do the IV. She said it's quite common for admitting nurses to complete the top portion, then hand off the IV to another nurse or anesthesiologist to complete. [REDACTED] said she went onto the next patient after admitting them. [REDACTED] explained the patient chart is usually found on a small table with wheels that is in the patient area. She said the chart was accessible to any of the medical staff that encountered the patient.

I asked [REDACTED] if she was approached by [REDACTED] after the incident. [REDACTED] said yes. She doesn't recall the specific date, but she was called into the office by [REDACTED] to discuss the chart. [REDACTED] asked if [REDACTED] had done the IV insertion, and if so, why she failed to document. [REDACTED] explained, she did not complete the IV, so therefore she wouldn't document it. [REDACTED] said it was up to the other medical staff to complete that portion. [REDACTED] told [REDACTED] she did not know who was the nurse that completed the IV. [REDACTED] said after the meeting, she thought about the encounter. She said a couple days later went back to discuss their meeting with [REDACTED] to get clarification. [REDACTED] said she asked [REDACTED] if this conversation was a verbal warning. [REDACTED] told [REDACTED] yes. [REDACTED] didn't understand how she could get a verbal warning for something she didn't do but said [REDACTED] informed her that because she was the only nurse on the chart it was the only person, they could trace it back to.

I asked [REDACTED] if she recalls anything about [REDACTED] filling the chart out in error. [REDACTED] said no. She said, both were charge nurses at the facility. [REDACTED] said nothing specific though as to [REDACTED] writing in error on a patient chart. She said it was not uncommon at the end of the day for the charge nurse's to review patient charts for completeness and then have the nurse complete them fully.

End of Interview.

On January 11, 2021, Callori charged to CATS 1.25 hours for Report Writing (two entries), 15 minutes for Letters/memos/correspondence, and 15 minutes for Travel. Callori's email records show he sent the authorization for release to [REDACTED] to be signed and she returned a signed copy of the release the same day. Callori emailed the authorization to [REDACTED] and requested the employment records for [REDACTED]. Callori's vehicle travel log showed activity from 0800-1400 from Elk Grove to Sacramento.

EVIDENCE

Evidence obtained during the course of this investigation is listed as attachments and/or property and are forwarded to the Board with this report. No copies are maintained in the DOI's Sacramento Field Office.

Attachments

1. Copy of complaint, dated April 5, 2019.
2. Signed statement by [REDACTED] admitting to charting error.
3. Redacted patient record to compare to [REDACTED] patient record.
4. [REDACTED] patient record.
5. Policies and procedures from [REDACTED]
6. Emails from [REDACTED] regarding award.
7. Employment records from [REDACTED].

WITNESSES

1. Dain Callori, Investigator
Department of Consumer Affairs
Division of Investigation
1747 North Market Blvd., Suite 170
Sacramento, CA 95834
(916) 515-[REDACTED]
Dain.Callori@dca.ca.gov

2. [REDACTED]
3. [REDACTED]



SUBMITTED BY: _____ **DATE:** _____
Dain Callori
Investigator, Badge #362

APPROVED BY: _____ **DATE:** _____
Jennifer Alvarado
Supervising Investigator, Badge #115



BOARD OF REGISTERED NURSING

CASE NO: 19-13974-RN

DATE: February 3, 2021

FINAL REPORT

SUBJECT

Name:

Alias:

Residence Address:

Mailing Address:

Telephone Number:

Email Address:

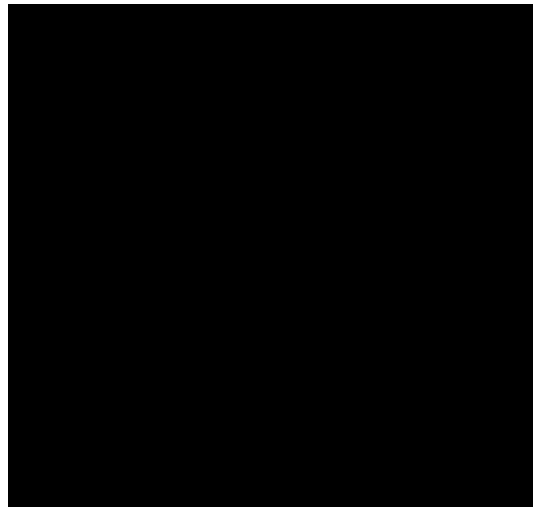
Description:

Date of Birth:

CA Driver's License:

Occupation:

CA Professional License:



COMPLAINT INFORMATION

Board Case Number:

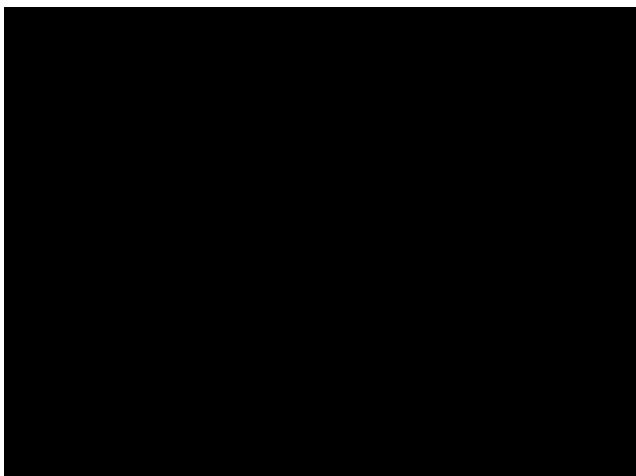
Date(s) of Occurrence:

Violation Location:

Related Case(s):

Related Board Case Number:

Violation Location:



The companion case (19-13747-RN) stated the incident occurred on February 27, 2019. The synopsis in CATS for this case lists the incident occurred on February 20, 2019.

Note: This is a companion case to 19-13747-RN. The subject of the companion investigation is [REDACTED]

This case was opened as a companion case on June 27, 2019. Most of this report and 19-13747-RN are identical. The portions of this report highlighted in yellow are not in the report for 19-13747-RN. The rest of the report appears to have been cut/paste with 19-13747-RN. It is not clear which report was written first, but report 19-13747-RN was the original case opened on April 23, 2019.

Callori charged 44 hours worked to this case. The issue first brought forward was that as of January 7, 2021, Callori used 27.5 hours for report writing and 10.75 hours for reviewing codes/file/documents/records, but only had six pages of report written. The initial complaint stated Callori's report reflects four interviews which may have been accurately input into CATS.

All the notes I put in this report are written in blue.

ADMINISTRATIVE VIOLATIONS

Business and Professional Code Section 2761 – The board may suspend or revoke a license issued under this chapter for any of the following:

- (a) Unprofessional conduct, which includes, but is not limited to, the following:
 - (1) Incompetence, or gross negligence in carrying out usual nursing functions.

SYNOPSIS OF INVESTIGATION

On April 5, 2019, the Board of Registered Nursing (Board) received a complaint from [REDACTED] concerning [REDACTED]. It was alleged on February 20, 2019, when a patient was prepared for their endoscopic procedure the IV placement caused the patient pain from the insertion. The patient was later diagnosed by a neurologist which determined the IV caused nerve damage resulting in the patient experiencing pain and numbness. The patient alerted [REDACTED] of the issues.

When [REDACTED] went to review the record of the patient, it was found the IV portion was not completed fully and it was unknown who the nurse was that had completed the IV. An internal investigation was conducted to determine who was responsible for the patient's IV problems. Although [REDACTED] thought the admitting nurse was [REDACTED] was unable to confirm who was responsible for the botched IV. [REDACTED] interviewed the charge nurse, [REDACTED] who was unable to identify who was responsible for the IV. [REDACTED] later was found to have altered the patient record and was terminated due to violation of [REDACTED] code of conduct.

The investigation revealed [REDACTED] was the nurse that admitted the patient. [REDACTED] however was specifically unable to identify [REDACTED] as the nurse that improperly insert the IV and the nurse that failed to document the IV notes. Per [REDACTED] statement to me and [REDACTED], she inadvertently completed the IV portion and

later alerted and corrected the mistake on the chart with [REDACTED]. [REDACTED] said she had no reason to cover for [REDACTED], or any nurses' failure on the chart. She said it was solely in error to have written on the chart.

During my interview of [REDACTED] she said she admitted [REDACTED] however did not complete the IV. Since she did not do the IV, she would not have documented that portion of the patient chart. Per a statement from [REDACTED] and [REDACTED] it was not uncommon to have other nurses complete and document the IV portion on the patient chart.

This case is referred to the Board for review and appropriate action.

NARRATIVE

On April 5, 2019, the Board of Registered Nursing (Board) received a complaint from [REDACTED] concerning [REDACTED] (Attachment 1). It was alleged on February 20, 2019, when a patient was prepared for their endoscopic procedure the IV placement caused the patient pain from the insertion. The patient was later diagnosed by a neurologist which determined the IV caused nerve damage resulting in the patient experiencing pain and numbness. The patient alerted the [REDACTED] of the issues.

When [REDACTED] went to review the record of the patient, it was found the IV portion was not completed fully and it was unknown who the nurse was that had completed the IV. An internal investigation was conducted to determine who was responsible for the patient's IV problems. Although [REDACTED] thought the admitting nurse was [REDACTED] was unable to confirm who was responsible for the botched IV. [REDACTED] interviewed the charge nurse. [REDACTED] was unable to identify who was responsible for the IV. [REDACTED] later was found to have altered the patient record and was terminated due to violation of [REDACTED] code of conduct.

On April 23, 2019, the Division of Investigation (DOI) opened an investigation at the request of the Board into the allegations against [REDACTED].

Interview of [REDACTED]

On June 13, 2019, I conducted an in-person interview with [REDACTED]. She told me the following, in summary:

[REDACTED] said she had received a phone call from a patient (later identified as [REDACTED]) on February 25, 2019, in which the patient had explained he received nerve damage due to the insertion of an IV. [REDACTED] said she went to pull the chart for the patient, and the chart did not have any IV information filled in. She said the admitting nurse had failed to enter that information on the form, so she was unaware of who could have been the nurse to fail to document the IV, as well as determine if the patient had any complaints during the insertion of the IV.

[REDACTED] said on or around February 27, 2019, she approached [REDACTED] and the admitting nurse to determine if either of them were responsible for the insertion of the IV and the missing case patient note. [REDACTED] told [REDACTED] she didn't remember, but she would just go ahead and fill in the information because she probably was the one

responsible for starting the IV on the patient. When [REDACTED] told [REDACTED] the reason was due to patient harm, [REDACTED] said she did not start the IV and didn't recall the patient. [REDACTED] said she gave the admitting nurse a verbal warning regarding the incident and re-educated her on the need for proper documentation.

[REDACTED] said she pulled several patient files, including the patient who had damage to their hand due to the IV, to be included for a monthly peer review process. The monthly review process is for multiple different charts to be reviewed. She said [REDACTED] is a charge nurse, so she was part of the peer review process and when [REDACTED] found out that the patient's file had been pulled, [REDACTED] said she was approached by [REDACTED]. [REDACTED] said [REDACTED] questioned as to why the chart had been pulled. [REDACTED] said in addition, [REDACTED] had walked around the facility and asked colleagues trying to determine why the patient's file had been pulled in addition to the other files. [REDACTED] said she told [REDACTED] to objectively review all the charts and not pick certain files to review.

[REDACTED] said after the peer review was completed, she noticed the patient's file had been changed. All the IV information had now been completed. [REDACTED] said she confronted [REDACTED] about the change in the patient's chart. [REDACTED] told her it must have been an accident that she filled it in. When she explained to [REDACTED] this was from the patient with the patient harm issue, [REDACTED] said she is not sure why she put that information in the chart, but she went ahead crossed out the falsified IV information and marked error on the chart.

[REDACTED] explained to [REDACTED] that because she had knowingly filled in false documentation, [REDACTED] would have violated their code of conduct. [REDACTED] said by improperly filling out the patient chart it became an issue of charting and falsifying documentation and therefore was unethical. [REDACTED] said [REDACTED] provided a typed out and signed statement identifying that she had mistakenly charted IV information and had crossed it out in error (**Attachment 2**). [REDACTED] said this action violated their code of conduct and [REDACTED] was terminated from her employment.

[REDACTED] said [REDACTED] was a veteran nurse, who had worked in an emergency room as a RN. So, when she saw the error, she couldn't believe [REDACTED] would have falsified the information. I asked [REDACTED] who she thought would have failed to document the chart from the beginning. She said she wasn't positive, but she suspected it could have been [REDACTED]. [REDACTED] said she reviewed other patient charts to determine if the handwriting was similar and based on some of the charts, [REDACTED] handwriting looked similar. She said [REDACTED] and [REDACTED] had a friendly relationship so it's possible [REDACTED] was covering for her friend. But [REDACTED] said she couldn't be for certain. [REDACTED] provided me with a redacted patient record filled out by [REDACTED] as a comparison to the one filled out for [REDACTED] (**Attachment 3**). [REDACTED] said [REDACTED] is no longer working at the facility.

[REDACTED] provided me with a redacted copy of the patient's chart (**Attachment 4**). The chart showed IV information filled in, and then crossed out and marked error. Next to the error marking it was initialed " [REDACTED] ", dated March 28, 2019, and timed at 1630 hours.

In addition to the patient record, [REDACTED] provided me the policies and procedures regarding the Code of Conduct and charting, and the nursing schedule (**Attachment 5**). These policies received have been summarized below:

- Documentation Guidelines for Nursing Care: Registered nurse is responsible for documentation of nursing care and for completion of the medical record.
- Compliance Code of Conduct: To achieve high standards of business and personal ethical conduct and complying with all local, state and federal laws and regulations.
- Nursing schedule sheet from February 20, 2019, showing [REDACTED] and [REDACTED] on duty.

I asked [REDACTED] if she could provide me with the patient's information, in the event I wanted to get a statement from the patient. [REDACTED] said she would reach out to their legal team and then to the patient to see if they could provide the information to me.

End of Interview.

On June 26, 2019, [REDACTED] emailed me informing that the patient had been given my contact information and would be giving me a call or email to further discuss the incident. On June 26, 2019, I received an email from [REDACTED] provided his telephone number so that I could contact him for an interview.

On June 27, 2019, the Division of Investigation (DOI) opened an investigation at the request of the Board into the allegations against [REDACTED].

Between June 27, 2019 and August 5, 2019, Callori documented in CATS eleven hours of report writing and four hours in review codes/file/documents/records. There's no documentation of any new documents or records coming in during this period.

On September 10, 2019, Callori charged to CATS one and a quarter hour travel to/from Sacramento and one hour for information requests. Callori showed two photo line-ups to [REDACTED] on September 11, 2019. This appears to be when Callori went to the office to print the photo-line-ups.

Interview of [REDACTED]

On September 11, 2019, I conducted an in-person interview of [REDACTED] at a business located at [REDACTED]. He told me the following in summary.

[REDACTED] said he was checked in for his endoscopic procedure by one nurse then another nurse approached him to insert the IV. He said this nurse had difficulty inserting the IV, so they brought over another nurse, or he said it was possibly the Anesthesiologist, to try to put in the IV. He said that is when they hit a nerve and he felt immediate pain and his hand went numb. He said after the procedure he followed up with his neurologist who found that he had nerve damage. He was prescribed pain medication.

I explained that his medical record was incompletely filled out, so there was not any certainty as to who the nurse was that completed the IV. He described the nurse as a smaller framed, blonde haired woman. He said she mentioned she was from [REDACTED] or [REDACTED] California, because she told him she worked at the hospital in [REDACTED]

I showed [REDACTED] a photo lineup with [REDACTED] in one of the photos. He said he just couldn't recall what she looked like. I showed [REDACTED] a photo lineup with [REDACTED] in one of the photos. He was not able to identify the nurse in this lineup either.

[REDACTED] provided a signed authorization for release of his medical records.

End of Interview.

September 11, 2020, Callori charged to CATS 45 minutes for review – codes/file/documents/records, one hour for travel, 45 minutes for interview – witness, and 30 minutes for travel on this date. His vehicle travel log showed travel from Elk Grove to Folsom between 0800 hours and 1015 hours. This would be consistent with traveling to [REDACTED] interviewing and showing photo line-ups to [REDACTED], and travel home.

September 11, 2019 through October 30, 2020:

Callori charged 23.25 hours to CATS, 16.25 hours of report writing, six hours of review – codes/file/documents/records, 15 minutes of interview – attempted, and 45 minutes of telephone calls during this period.

Callori documented in CATS time spent report writing for the following dates:

September 11, 2019 – three hours
September 13, 2019 – one hour
November 19, 2019 – one hour
February 12, 2020 – one and 30 minutes
February 13, 2020 – three hours
June 25, 2020 – two hours
June 26, 2020 – two hours

Callori documented in CATS time spent reviewing codes/file/documents/records for the following dates:

March 9, 2020 – two hours
April 14, 2020 – two hours
July 8, 2020 – one hour
July 20, 2020 – one hour

There were no new documents reported as received on or around these dates.

On July 1, 2020, Callori charged to CATS 15 minutes for Interview - Attempted. The report does not reflect this, Callori's cell phone records show no activity for this date, emails don't show anything related to this date, and Callori's vehicle travel log does not show any activity for this date.

On September 22, 2020, Callori charged to CATS 30 minutes for telephone calls. His cell phone records, and travel log do not show any activity for this date. His emails don't show any activity related to the telephone calls.

On October 30, 2020, Callori charged to CATS 15 minutes for telephone calls from 1345 hours to 1400 hours. His cell phone records show activity for this date, but not at this time. His cell phone records show five incoming/outgoing calls, three of the calls were Alvarado's cell phone number. There was an outgoing call at 0929 hours to [REDACTED] that lasted for one minute. There was an incoming call at 1249 hours from (916) 574-[REDACTED] that lasted three minutes.

Interview of [REDACTED]

On December 4, 2020, I conducted a telephone interview of [REDACTED]. The interview was conducted by telephone due to the COVID pandemic. She told me the following in summary:

[REDACTED] said she recalls the incident in question. She said it was their quarterly peer case review and she had been given numerous patients charts from [REDACTED] which she had to review. She said she was sitting at the nursing station reviewing the charts when a colleague asked her to assist with an IV insertion. [REDACTED] said she inadvertently took [REDACTED] case file as she walked over and wrote down the IV information on [REDACTED] intake form, not the correct patient's form. She then went back to work on the peer reviews. I asked if her colleague realized what she had done, or how [REDACTED] was able to retrieve [REDACTED] case file and get it back in the peer review. She said she wasn't certain, but it could have been that her colleague brought it back to her indicating she had accidentally left it when she came over.

[REDACTED] said after that moment she was called into the office by [REDACTED] to discuss [REDACTED] chart. [REDACTED] said [REDACTED] was pissed because she had written down IV information for [REDACTED] chart after it was known the information was left blank.

[REDACTED] said she was shocked and immediately admitted to [REDACTED] the mistake. She explained to [REDACTED] regarding the mix up and that she had written down the information on [REDACTED] chart in error. [REDACTED] said she crossed out the entries on [REDACTED] chart, marked it as error, and wrote her initials down. In addition, [REDACTED] said she typed out a response identifying her error and explaining that it was unintentional.

[REDACTED] was told to go on administrative leave for two days, pending a facility investigation into the issue. After the two days, [REDACTED] contacted [REDACTED] and informed her she had been terminated due to violation of their code of conduct.

[REDACTED] said she was shocked. She said there was no reason for her to claim that she did the IV on a patient that had patient harm done. She said that it would have made no sense as to why she would go get the chart and put herself at risk by filling that out. She said when she learned of the error, she had no issue admitting the guilt and signing a letter of statement regarding the incident.

I asked [REDACTED] if she had any reason to fill out that chart to protect or assist one of her colleagues. She said no, she would never risk her job or license to do that, especially for a patient that had been identified as having an issue from the IV.

End of Interview.

The above statement is a portion of the complete statement from [REDACTED] in case #19-13747-RN.

On December 4, 2020, Callori's timesheet showed he was off on this date on personal leave. Callori's monthly activities report for December 2020 showed he charged eight hours to PLP – Personal Leave Program for December 4, 2020.

The above statement of [REDACTED] is not documented in CATS. The statement is not documented in CATS for case #19-13747-RN for the reported date. Callori's cell phone records and vehicle travel log do not show any activity for this date.

A search of Callori's cell phone records show an outgoing call to [REDACTED] number [REDACTED] on January 5, 2021 at 1034 hours. Callori's cell phone records show he received two incoming calls on January 5, 2021. The first was from telephone number (916) 574-[REDACTED] at 1108 hours that lasted 25 minutes and the second was from telephone number (916) 574-[REDACTED] at 1234 hours for 26 minutes.

Note: When a call is made from or forwarded from a DOI desk telephone, the telephone number for the incoming call is (916) 574-[REDACTED].

January 5, 2021 at 1327 hours:

Callori sent [REDACTED] an email with two attachments. In the email, Callori asked [REDACTED] to sign the authorization for release of medical records from [REDACTED]. One of the attachments was an authorization for release and the other attachment was a notice to consumer related to release of personnel records.

January 6, 2021 at 1818 hours, Callori received an email from [REDACTED] with the signed authorization for release of employment records.

January 7, 2021, Callori emailed [REDACTED] a request for [REDACTED] personnel records and attached the signed copy of [REDACTED] authorization for release.

Interview of [REDACTED]

On January 11, 2021, I conducted a telephone interview of [REDACTED]. The interview was recorded with [REDACTED] knowledge and consent and copied to a CD (**Attachment 6**). The interview was conducted by telephone due to the COVID pandemic. She told me the following in summary:

[REDACTED] said she vaguely recalls the incident from February 20, 2019. She said she was the admitting nurse for the patient and had completed the top portion of the chart **and signed the chart**. However, she did not complete the IV portion of the chart, because she did not do the IV. She said it's quite common for admitting nurses to complete the top portion, then hand off the IV to another nurse or anesthesiologist to complete. [REDACTED] said she went onto the next patient after admitting them. She said she did not know who put the IV in. She said that was the extent of her knowledge of the incident. [REDACTED]

explained the patient chart is usually found on a small table with wheels that is in the patient area. She said the chart was accessible to any of the medical staff that encountered the patient.

[REDACTED] said she and [REDACTED] were the charge nurses. I asked if the charge nurses were responsible for the IV. She said not necessarily, so she couldn't say if [REDACTED] did the IV.

I asked [REDACTED] if she was approached by [REDACTED] after the incident. [REDACTED] said yes. She doesn't recall the specific date, but she was called into the office by [REDACTED] to discuss the chart. [REDACTED] asked if [REDACTED] had done the IV insertion, and if so, why she failed to document. [REDACTED] explained she did not complete the IV, so therefore she wouldn't document it. [REDACTED] said it was up to the other medical staff to complete that portion. [REDACTED] told [REDACTED] she did not know who was the nurse that completed the IV. [REDACTED] said after the meeting, she thought about the encounter. She said a couple days later went back to discuss their meeting with [REDACTED] to get clarification. [REDACTED] said she asked [REDACTED] if this conversation was a verbal warning. [REDACTED] told [REDACTED] yes. [REDACTED] didn't understand how she could get a verbal warning for something she didn't do. [REDACTED] said she informed her that because she was the only nurse on the chart it was the only person, they could trace it back to. I asked if it was in the policy or procedure that the admitting nurse must complete the patient chart. She said she does not know. But she said she felt blindsided, because this is not uncommon for others to help out with the IV.

[REDACTED] said she no longer works at [REDACTED], and as of August 2019 she started work as an RN in the PACU (Post Anesthesia Care Unit) at [REDACTED]. [REDACTED] said she is really enjoying her work in the PACU. [REDACTED] said prior to [REDACTED], she started working as an RN in 2014 in the [REDACTED]. She said she then went on to work for various private medical offices working as a critical care nurse.

End of Interview.

Callori did not document in CATS the interview of [REDACTED] on January 11, 2021. The last CATS entry was on January 4, 2021. Callori's vehicle travel log show he traveled from Elk Grove to Sacramento on January 11, 2021 from 0800 hours to 1400 hours. Callori's cell phone records do not show any calls to [REDACTED]. Callori emailed [REDACTED] at 1053 hours on January 11, 2021, thanking her for her time today and requesting her to sign the authorization to release her employment records. Attached to the email was the authorization for release and the notice to consumer. DCA does not have the ability to obtain the call logs for Callori's desk telephone number.

On January 11, 2021, I emailed an Authorization for Release and the Notice to Consumer to [REDACTED] at her email address, [REDACTED]. I received the signed Authorization for Release from [REDACTED] that I could obtain her employment records from [REDACTED]. I emailed the release to [REDACTED] on the same day.

On January 21, 2021, I received [REDACTED] employment records from [REDACTED] (Attachment 7). They were certified by [REDACTED]. There were no performance evaluations or records relating to my investigation in the employment record.

EVIDENCE

Evidence obtained during the course of this investigation is listed as attachments and/or property and are forwarded to the Board with this report. No copies are maintained in the DOI's Sacramento Field Office.

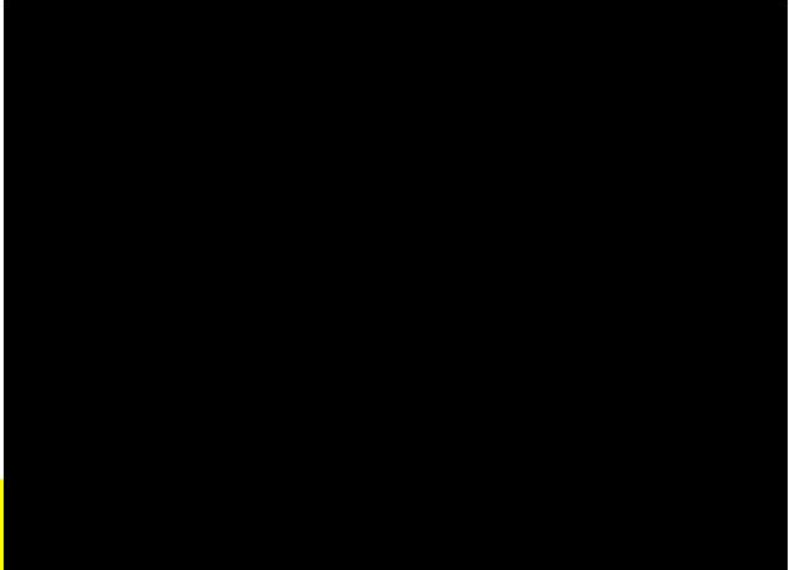
Attachments

1. Copy of complaint, dated April 5, 2019.
2. Signed statement by [REDACTED] admitting to charting error.
3. Redacted patient record to compare to [REDACTED] patient record.
4. [REDACTED] patient record.
5. Policies and procedures, code of conduct for [REDACTED] and nursing schedule.
6. CD of [REDACTED] interview.
7. Employment records from [REDACTED].

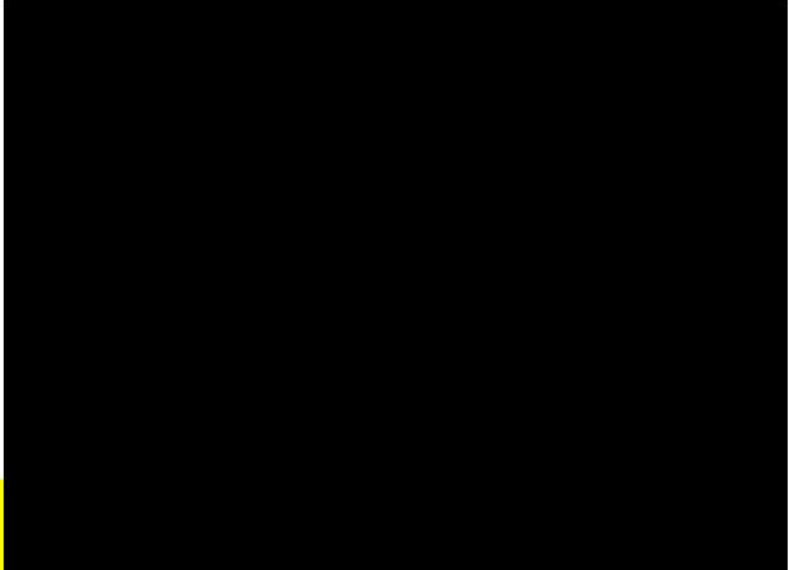
WITNESSES

1. Dain Callori, Investigator
Department of Consumer Affairs
Division of Investigation
1747 North Market Blvd., Suite 170
Sacramento, CA 95834
(916) 515-[REDACTED]
Dain.Callori@dca.ca.gov

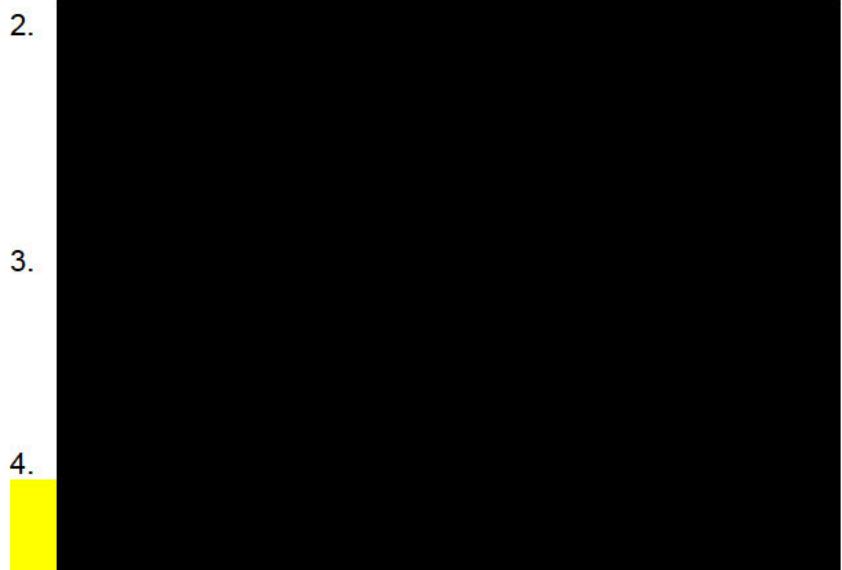
2.



3.



4.



[REDACTED]

SUBMITTED BY: _____ **DATE:** _____
Dain Callori
Investigator, Badge #362

APPROVED BY: _____ **DATE:** _____
Jennifer Alvarado
Supervising Investigator, Badge #115

**AUTHORIZATION FOR RELEASE
CASE NUMBER: 19-13974-RN**

- Drug/Alcohol Treatment Records
 Medical Records
 Psychiatric/Therapy/Counseling Records
 Physical Therapy Records
 Employment Records
 Other (Specify) _____

(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) John 1/11/2021
(Initial/Date) _____

TO: [REDACTED]

You are hereby authorized to make available to the State of California, Department of Consumer Affairs, Division of Investigation, as identified by my initials/date above, any and all information you may have concerning any employment; illness or injury; and/or medical history, consultation, prescription, treatment, or report of any nature whatsoever, including, but not necessarily limited thereto, all hospital and medical reports relating to the treatment of:

Name: [REDACTED]**Date of Birth:** [REDACTED]**Social Security Number or
Medical Record Number(s):** Not Needed**For the period of: Onset of Employment through Last Day of Employment****This authorization shall become effective immediately and shall remain in effect
for three years from the date of signature.**

Abbott, Michael@DCA

From: Callori, Dain@DCA
Sent: Wednesday, January 6, 2021 8:35 AM
To: Alvarado, Jennifer@DCA
Subject: Addl Hours [REDACTED]
Attachments: BRN Additional Hours Request Form-[REDACTED].pdf

Hello Jennifer,

I'm down to the final pieces of cases, just need a few more hours. So sorry for the bombarding of these requests...

Attached is a request for additional hours for [REDACTED], 19-13747-RN.

Thank you,



Dain Callori, #362
Investigator
California Department of Consumer Affairs
Division of Investigation
1747 North Market Blvd., Suite 170
Sacramento, CA 95834
(916) [REDACTED] Phone
(916) 928-2203 Fax

Abbott, Michael@DCA

From: Callori, Dain@DCA
Sent: Thursday, June 25, 2020 9:17 AM
To: Alvarado, Jennifer@DCA
Subject: Addl Hours Request- 4 Cases

Good morning Jennifer,

I've used 34 of 34 hours on the cases and would like to request 10 additional hours for the following cases:

[REDACTED] - 18-13403-RN

To date: Obtained prescription records, obtained authorization for release, sent request to doctor office for records
To do: Review medical records, interview subject, report writing

[REDACTED] - 19-13642-RN

To date: Interviewed managers at facility, obtained policy and procedures on Botox treatments
To do: Interview doctor, interview subject, report writing

[REDACTED] - 19-13747-RN

To date: Interviewed complainant, interviewed victim, obtained medical records, obtained policy and procedures
To do: interview subject, report writing

[REDACTED] - 19-13974-RN (Companion case- [REDACTED])

To date: Interviewed complainant, interviewed victim, obtained medical records, obtained policy and procedures
To do: interview subject, report writing

Thank you!



Dain Callori, #362
Investigator
California Department of Consumer Affairs
Division of Investigation
1747 North Market Blvd., Suite 170
Sacramento, CA 95834
(916) 515-[REDACTED] Phone
(916) 928-2203 Fax



AUTHORIZATION FOR RELEASE
CASE NUMBER: 19-13747-RN

- Drug/Alcohol Treatment Records**
 Medical Records
 Psychiatric/Therapy/Counseling Records
 Physical Therapy Records
 Employment Records
 Other (Specify) _____

(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) _____

TO: [REDACTED]

You are hereby authorized to make available to the State of California, Department of Consumer Affairs, Division of Investigation, as identified by my initials/date above, any and all information you may have concerning any employment; illness or injury; and/or medical history, consultation, prescription, treatment, or report of any nature whatsoever, including, but not necessarily limited thereto, all hospital and medical reports relating to the treatment of:

Name: [REDACTED]

Date of Birth: [REDACTED]

**Social Security Number or
Medical Record Number(s):**Not Needed

For the period of: Onset of Employment **through** Last Day of Employment

**This authorization shall become effective immediately and shall remain in effect
for three years from the date of signature.**

Page Two

PURPOSE: This authorization is given with the understanding that this information and the records received will be used for official purposes only, including investigation and possible criminal and/or administrative proceedings regarding any violations of the laws of the State of California. I further understand that I have a right to receive a copy of this authorization, if I so request.

REVOCATION: This Authorization is subject to written revocation by the undersigned at any time between now and the disclosure of information by the disclosing party. My written revocation will be effective upon receipt, but will not be effective to the extent that the Requestor and others have acted in reliance upon this Authorization prior to the effective date of the written revocation, if any.

DISCLOSURE: I understand that the Requestor may not lawfully use or disclose any information/documentation obtained for any purpose other than that stated above, unless another authorization is obtained from me or unless such use or disclosure is specifically required or permitted by law.

A COPY OF THIS AUTHORIZATION (INCLUDING A FAXED COPY) SHALL BE CONSIDERED AS EFFECTIVE AND VALID AS THE ORIGINAL.

Signature of Patient/Person Authorizing Release

Date

NOTE TO THE PROVIDER: Failure by a health care provider to provide the requested records within fifteen (15) working days of receipt of this request and authorization may be a violation of Section 123100 of the California Health and Safety Code and may result in a fine and disciplinary action.



AUTHORIZATION FOR RELEASE
CASE NUMBER: 19-13974-RN

- Drug/Alcohol Treatment Records**
 Medical Records
 Psychiatric/Therapy/Counseling Records
 Physical Therapy Records
 Employment Records
 Other (Specify) _____

(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) _____
(Initial/Date) _____

TO: [REDACTED]

You are hereby authorized to make available to the State of California, Department of Consumer Affairs, Division of Investigation, as identified by my initials/date above, any and all information you may have concerning any employment; illness or injury; and/or medical history, consultation, prescription, treatment, or report of any nature whatsoever, including, but not necessarily limited thereto, all hospital and medical reports relating to the treatment of:

Name: [REDACTED]

Date of Birth: [REDACTED]

**Social Security Number or
Medical Record Number(s):** Not Needed

For the period of: Onset of Employment **through** Last Day of Employment

**This authorization shall become effective immediately and shall remain in effect
for three years from the date of signature.**

Page Two

PURPOSE: This authorization is given with the understanding that this information and the records received will be used for official purposes only, including investigation and possible criminal and/or administrative proceedings regarding any violations of the laws of the State of California. I further understand that I have a right to receive a copy of this authorization, if I so request.

REVOCATION: This Authorization is subject to written revocation by the undersigned at any time between now and the disclosure of information by the disclosing party. My written revocation will be effective upon receipt, but will not be effective to the extent that the Requestor and others have acted in reliance upon this Authorization prior to the effective date of the written revocation, if any.

DISCLOSURE: I understand that the Requestor may not lawfully use or disclose any information/documentation obtained for any purpose other than that stated above, unless another authorization is obtained from me or unless such use or disclosure is specifically required or permitted by law.

A COPY OF THIS AUTHORIZATION (INCLUDING A FAXED COPY) SHALL BE CONSIDERED AS EFFECTIVE AND VALID AS THE ORIGINAL.

Signature of Patient/Person Authorizing Release

Date

NOTE TO THE PROVIDER: Failure by a health care provider to provide the requested records within fifteen (15) working days of receipt of this request and authorization may be a violation of Section 123100 of the California Health and Safety Code and may result in a fine and disciplinary action.

Abbott, Michael@DCA

From: Callori, Dain@DCA
Sent: Monday, January 11, 2021 10:53 AM
To: [REDACTED]
Subject: Authorization for Release
Attachments: AFR [REDACTED] - [REDACTED] EC.pdf; NOTICE TO CONSUMER (RN PERSONNEL RECORDS).pdf

Hello [REDACTED],

Thank you for your time today. Attached is the Authorization for Release of employment records from [REDACTED]. If you could please initial and date at the top, and sign and date page two, I'd appreciate it.

Attached you will also find the notice to consumer, which outlines how these records are used.

Thank you again for your time and assistance. If you have any questions or concerns please feel free to reach out.



Dain Callori, #362
Investigator
California Department of Consumer Affairs
Division of Investigation
1747 North Market Blvd., Suite 170
Sacramento, CA 95834
(916) 515- [REDACTED] Phone
(916) 928-2203 Fax

Abbott, Michael@DCA

From: Callori, Dain@DCA
Sent: Tuesday, January 5, 2021 1:27 PM
To: [REDACTED]
Subject: Authorization for Release
Attachments: AFR [REDACTED].pdf; NOTICE TO CONSUMER (RN PERSONNEL RECORDS).pdf

Hello [REDACTED],

Attached is the Authorization for Release of your employment records from [REDACTED]. If you could please initial, date and sign the document and scan it back to me I'd greatly appreciate it.

If you have any questions or concerns, feel free to reach out to me via phone or email.

Thank you for your time today.



Dain Callori, #362
Investigator
California Department of Consumer Affairs
Division of Investigation
1747 North Market Blvd., Suite 170
Sacramento, CA 95834
(916) 515 [REDACTED] Phone
(916) 928-2203 Fax

REQUEST FOR ADDITIONAL HOURS

Date:01/06/2021 Subject Name: [REDACTED]

Board/Bureau:BRN Case #: [REDACTED] DOI #: 19-13747-RN

Requestor Name & Office: Dain Callori, IEU Sacramento

Investigator Assigned: Dain Callori

Reassigned To: _____ Date: _____ Reason: _____

Current Hours Used:44 Hours Requested:8

Description of Actions Completed to Date (Please be as specific as possible):

Interviewed complainant
Obtained redacted patient records
Obtained policies and procedures and additional evidence
Interviewed witness
Obtained authorization for release
Interviewed subject
Obtained authorization for release of employment records

Description of Actions Needed to Complete Case (Please be as specific as possible):

Review employment records
Finish report writing, print out attachments for report

Additional Hours Authorized: _____

Total Approved hours: _____

Approved By: _____

Approver Name & Title

Date Approved: _____

- Final approved copy submitted with case
 Final approved copy uploaded to BreEZe



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR GAVIN NEWSOM
DIVISION OF INVESTIGATION
Sacramento Field Office
1747 North Market Boulevard, Suite 170, Sacramento, CA 95834
Telephone (916) 515-5115 Fax (916) 515-5148



NOTICE TO CONSUMER **(Personnel Records)**

The Board of Registered Nursing is the licensing and regulatory agency for Registered Nurses in California. In that capacity, it reviews the quality of services provided by licensed professionals under its jurisdiction. If appropriate, the Board enforces the disciplinary and criminal provisions in the law relating to Registered Nurses.

This review is conducted through investigation. The Division of Investigation investigators and Board experts read and evaluate the personnel records of individuals who are the subject of an investigation. These records are kept confidential by the Board and no information about the personnel records is provided to the public during the investigation. However, if the investigation reveals improper actions by the licensee (consumer), the Board may take action to limit or even revoke the professional license. Personnel records may become part of the official proceedings. Even then, efforts can be made to protect the privacy of those records.

Consumers may consent to have the Board obtain and review their personnel records by signing the "Authorization For Release" form (enclosed). This form also authorizes the Board and the California Department of Justice, Office of the Attorney General to use the records as evidence in any official proceeding against a licensee.

A consumer, of course, has the right not to consent to the release of records. However, in that case, the Board may take the necessary steps to subpoena the records.

By signing the enclosed "Authorization For Release" form, you assist the Board in its effort to investigate whether practices fell below the standards required by law. Your cooperation provides a valuable public service.

Abbott, Michael@DCA

From: Callori, Dain@DCA
Sent: Thursday, June 25, 2020 10:04 AM
To: Alvarado, Jennifer@DCA
Subject: RE: Addl Hours Request- 4 Cases

Perfect! Thank you!

From: Alvarado, Jennifer@DCA <Jennifer.Alvarado@dca.ca.gov>
Sent: Thursday, June 25, 2020 10:03 AM
To: Callori, Dain@DCA <Dain.Callori@dca.ca.gov>
Subject: RE: Addl Hours Request- 4 Cases

Done! I gave you 10 additional for each case 😊

From: Callori, Dain@DCA <Dain.Callori@dca.ca.gov>
Sent: Thursday, June 25, 2020 9:17 AM
To: Alvarado, Jennifer@DCA <Jennifer.Alvarado@dca.ca.gov>
Subject: Addl Hours Request- 4 Cases

Good morning Jennifer,

I've used 34 of 34 hours on the cases and would like to request 10 additional hours for the following cases:

[REDACTED] - 18-13403-RN

To date: Obtained prescription records, obtained authorization for release, sent request to doctor office for records
To do: Review medical records, interview subject, report writing

[REDACTED] - 19-13642-RN

To date: Interviewed managers at facility, obtained policy and procedures on Botox treatments
To do: Interview doctor, interview subject, report writing

[REDACTED] - 19-13747-RN

To date: Interviewed complainant, interviewed victim, obtained medical records, obtained policy and procedures
To do: interview subject, report writing

[REDACTED] - 19-13974-RN (Companion case-[REDACTED])

To date: Interviewed complainant, interviewed victim, obtained medical records, obtained policy and procedures
To do: interview subject, report writing

Thank you!



Dain Callori, #362
Investigator
California Department of Consumer Affairs
Division of Investigation
1747 North Market Blvd., Suite 170
Sacramento, CA 95834
(916) 515-[REDACTED] Phone
(916) 928-2203 Fax

Abbott, Michael@DCA

From: Callori, Dain@DCA
Sent: Monday, January 11, 2021 11:17 AM
To: [REDACTED]
Subject: RE: Authorization for Release

Thank you for the quick reply!

If you have any questions going forward, feel free to reach out.

Take care,

Dain

From: [REDACTED]
Sent: Monday, January 11, 2021 11:15 AM
To: Callori, Dain@DCA <Dain.Callori@dca.ca.gov>
Subject: RE: Authorization for Release

[EXTERNAL]: [REDACTED]

CAUTION: THIS EMAIL ORIGINATED OUTSIDE THE DEPARTMENT OF CONSUMER AFFAIRS!

DO NOT: click links or open attachments unless you know the content is safe.

NEVER: provide credentials on websites via a clicked link in an Email.

Thanks Dan,
[REDACTED]

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: "Callori, Dain@DCA" <Dain.Callori@dca.ca.gov>
Date: 1/11/21 10:52 AM (GMT-08:00)
To: [REDACTED]
Subject: Authorization for Release

Hello [REDACTED],

Thank you for your time today. Attached is the Authorization for Release of employment records from [REDACTED]
If you could please initial and date at the top, and sign and date page two, I'd appreciate it.

Attached you will also find the notice to consumer, which outlines how these records are used.

Thank you again for your time and assistance. If you have any questions or concerns please feel free to reach out.



Dain Callori, #362

Investigator

California Department of Consumer Affairs

Division of Investigation

1747 North Market Blvd., Suite 170

Sacramento, CA 95834

(916) 515-[REDACTED] Phone

(916) 928-2203 Fax

Abbott, Michael@DCA

From: [REDACTED]
Sent: Monday, January 11, 2021 11:15 AM
To: Callori, Dain@DCA
Subject: RE: Authorization for Release
Attachments: 20210111_111438.jpg; 20210111_111459.jpg

[EXTERNAL]: [REDACTED]

CAUTION: THIS EMAIL ORIGINATED OUTSIDE THE DEPARTMENT OF CONSUMER AFFAIRS!

DO NOT: click links or open attachments unless you know the content is safe.

NEVER: provide credentials on websites via a clicked link in an Email.

Thanks Dan,
[REDACTED]

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: "Callori, Dain@DCA" <Dain.Callori@dca.ca.gov>
Date: 1/11/21 10:52 AM (GMT-08:00)
To: [REDACTED]
Subject: Authorization for Release

Hello [REDACTED]

Thank you for your time today. Attached is the Authorization for Release of employment records from [REDACTED]
If you could please initial and date at the top, and sign and date page two, I'd appreciate it.

Attached you will also find the notice to consumer, which outlines how these records are used.

Thank you again for your time and assistance. If you have any questions or concerns please feel free to reach out.



Dain Callori, #362

Investigator

California Department of Consumer Affairs

Division of Investigation

1747 North Market Blvd., Suite 170

Sacramento, CA 95834

(916) 515-[REDACTED] Phone

(916) 928-2203 Fax

Abbott, Michael@DCA

From: [REDACTED]
Sent: Wednesday, January 6, 2021 6:18 PM
To: Callori, Dain@DCA
Subject: Re: Authorization for Release

[EXTERNAL]: [REDACTED]

CAUTION: THIS EMAIL ORIGINATED OUTSIDE THE DEPARTMENT OF CONSUMER AFFAIRS!
DO NOT: click links or open attachments unless you know the content is safe.
NEVER: provide credentials on websites via a clicked link in an Email.



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR GAVIN NEWSOM
DIVISION OF INVESTIGATION
Sacramento Field Office
1747 North Market Boulevard, Suite 170, Sacramento, CA 95834
Telephone: (916) 515-5151 Fax: (916) 515-5148



**AUTHORIZATION FOR RELEASE
CASE NUMBER: 19-13747-RN**

- Drug/Alcohol Treatment Records (Initial/Date) _____
 Medical Records (Initial/Date) _____
 Psychiatric/Therapy/Counseling Records (Initial/Date) _____
 Physical Therapy Records (Initial/Date) _____
 Employment Records (Initial/Date) 12/23/1-1-21
 Other (Specify) _____ (Initial/Date) _____

TO: [REDACTED]

You are hereby authorized to make available to the State of California, Department of Consumer Affairs, Division of Investigation, as identified by my initials/date above, any and all information you may have concerning any employment; illness or injury; and/or medical history, consultation, prescription, treatment, or report of any nature whatsoever, including, but not necessarily limited thereto, all hospital and medical reports relating to the treatment of:

Name: [REDACTED]

Date of Birth: [REDACTED]

Social Security Number or
Medical Record Number(s): Not Needed

For the period of: Onset of Employment through Last Day of Employment

This authorization shall become effective immediately and shall remain in effect for three years from the date of signature.

PURPOSE: This authorization is given with the understanding that this information and the records received will be used for official purposes only, including investigation and possible criminal and/or administrative proceedings regarding any violations of the laws of the State of California. I further understand that I have a right to receive a copy of this authorization, if I so request.

REVOCATION: This Authorization is subject to written revocation by the undersigned at any time between now and the disclosure of information by the disclosing party. My written revocation will be effective upon receipt, but will not be effective to the extent that the Requestor and others have acted in reliance upon this Authorization prior to the effective date of the written revocation, if any.

DISCLOSURE: I understand that the Requestor may not lawfully use or disclose any information/documentation obtained for any purpose other than that stated above, unless another authorization is obtained from me or unless such use or disclosure is specifically required or permitted by law.

A COPY OF THIS AUTHORIZATION (INCLUDING A FAXED COPY) SHALL BE CONSIDERED AS EFFECTIVE AND VALID AS THE ORIGINAL.

[REDACTED]
Signature of Patient/Person Authorizing Release

1-6-21
Date

NOTE TO THE PROVIDER: Failure by a health care provider to provide the requested records within fifteen (15) working days of receipt of this request and authorization may be a violation of Section 123100 of the California Health and Safety Code and may result in a fine and disciplinary action.

INV99-03
Rev. 7-2013

Congratulations [REDACTED]

From:
To:
Cc:
Date:

[REDACTED] Wednesday, March 11, 10:53 AM

Mar 11, 2020

Congratulations! You've just received the Excellence Award from [REDACTED]. Here is a note from [REDACTED]:

"[REDACTED] took the initiative and is a bold leader. Thanks [REDACTED] from all of us here on N1 for keeping our patients and staff safe!"

Reward Amount:

\$ 25

[View Your Recognition](#)

Total Balance:

\$25.00

[Redeem Your Award](#)

Your reward can be spent at hundreds of your favorite online stores and national retailers, plus they're easy to use!

1 / 2

Re: Thank You / Pt update

From: [REDACTED]

To: [REDACTED]

Date: Saturday, February 29, 4:24 AM

Hey [REDACTED] - just wanted to thank you for your diligence and sticking to your guns in maintaining strict isolation precautions for the patient you had in A pod the other day. Although it is still undetermined what exactly is wrong with this patient, she is now intubated, and is awaiting the county to perform a COVID 19 test. I really appreciate you advocating not only for your own safety but for your colleagues in A-pod and in North 1 as well. Thank you again, [REDACTED]

From: [REDACTED]

To: [REDACTED]

Date: Sunday, March 1, 6:08 PM

Thanks for the update [REDACTED] And thank you for the thanks. I felt like a crazy, paranoid person but something on my insides felt wrong and I couldn't shake it.

Do you know when she will be tested and when we might find out the results?

I think I'll call in to work to find more out tomorrow. I come back to work Tuesday night.

Thanks again,

[REDACTED]
2 Emails

1 / 1

Sent from my iPhone

On Jan 5, 2021, at 1:26 PM, Callori, Dain@DCA <Dain.Callori@dca.ca.gov> wrote:

Hello [REDACTED],

Attached is the Authorization for Release of your employment records from [REDACTED]. If you could please initial, date and sign the document and scan it back to me I'd greatly appreciate it.

If you have any questions or concerns, feel free to reach out to me via phone or email.

Thank you for your time today.

<image001.jpg>

Dain Callori, #362
Investigator
California Department of Consumer Affairs
Division of Investigation
1747 North Market Blvd., Suite 170
Sacramento, CA 95834
(916) 515 [REDACTED] Phone
(916) 928-2203 Fax

