

3-28-2021 no pictures

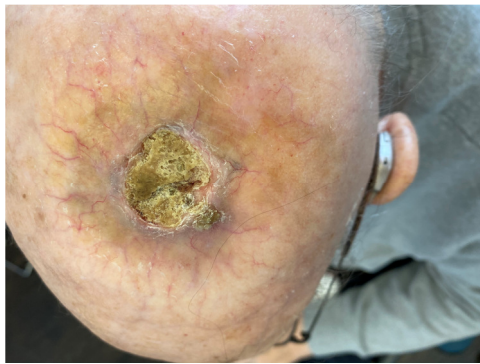
4-3-2021 with pictures

Timeline for Robert Bernard Jagers (Bob), born 7-22-1922 – died 4-1-2021

Head wound from cancer surgery, radiation treatment. Originally a separate issue, but the wound was not properly treated or cared for once Freedom Hospice took over. Dr. Stalwalk did an excellent job of treating this wound while Bob was under her care. Many questions have been asked about the head wound, so these pictures are designed to help answer those questions, and clarify the timeline of failure to treat.

This was treated for several years but remained an open wound. In December 2019 or January 2020 he started seeing Dr. Jennifer Stalwalk Dermatologist (214) 615-1736 and within 4 months the wound had scabbed over. Most of his in home treatment was provided by Total Patient Care (TPC), M-W-F by Kim Searcy (972) 821-2303. She was only responsible for treating the head wound. Dr. Stalwalk asked to receive pictures of the progress, which was easier than actual visits during Covid.

In March 2020 we moved Bob from Corinthians/Emerson to the group home at 3806 Elizabeth.



8/10/2020 by Beverly Foley

Bob continued to be seen by Dr. Stalwalk and Kim Searcy for the head wound until Dec 31, 2020. Starting January 1, 2021 Bob had a new insurance company (Humana) and due to paper mix-up problems TPC was sending the information to the old insurance company (United Health Care). Because TPC was not sending someone out to treat the head wound, Beverly Foley (Bob's daughter) continued to treat the head wound based on Dr. Stalwalk's protocol from January 1, 2021 until February 10, 2021 when Freedom Hospice took over treatment. This was not end of life Hospice, but long term care as Bob had no critical conditions.



3/6/2021 by Beverly Foley

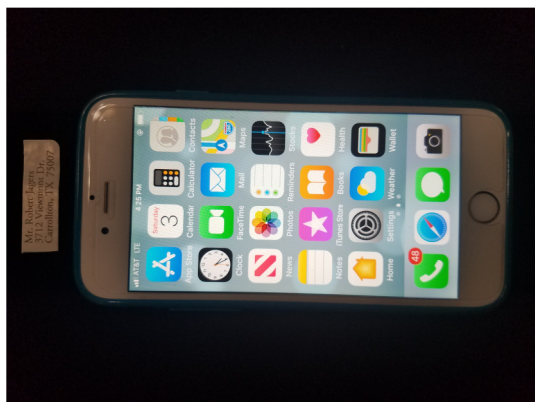
From February 10, until March 6th no treatment of the head wound was done by Hospice. Beverly texted Ike (RN from Freedom Hospice in charge of case) and asked what the plan was to treat the wound. Several texts were sent, but Ike did not respond to any of them. Text can be made available upon request as they are on Beverly Foley's phone.

Bob remained at the group home located at 3806 Elizabeth, Carrollton, TX, 75007 until March 16, 2021 where he was removed by TX Adult Protective Services. The group home goes by 2 or 3 different names: Rosemead Senior Living and Emerald Residences are two of the names they use. The home is owned by 2 sisters who are both RNs. They own 5 group homes in the Dallas area.

November 2019 – Richard Jagers took care of Bob for 4 weeks, helping him shower and dress on a regular basis. No redness, wounds or tears in the skin on the back or bottom were observed during this time period.

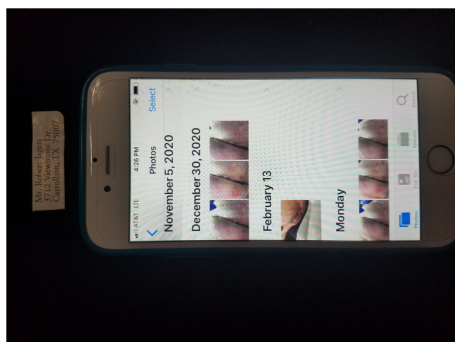
Dec 30, 2020

3 pictures were taken of Bob's back by an anonymous person on Bob's iPhone.

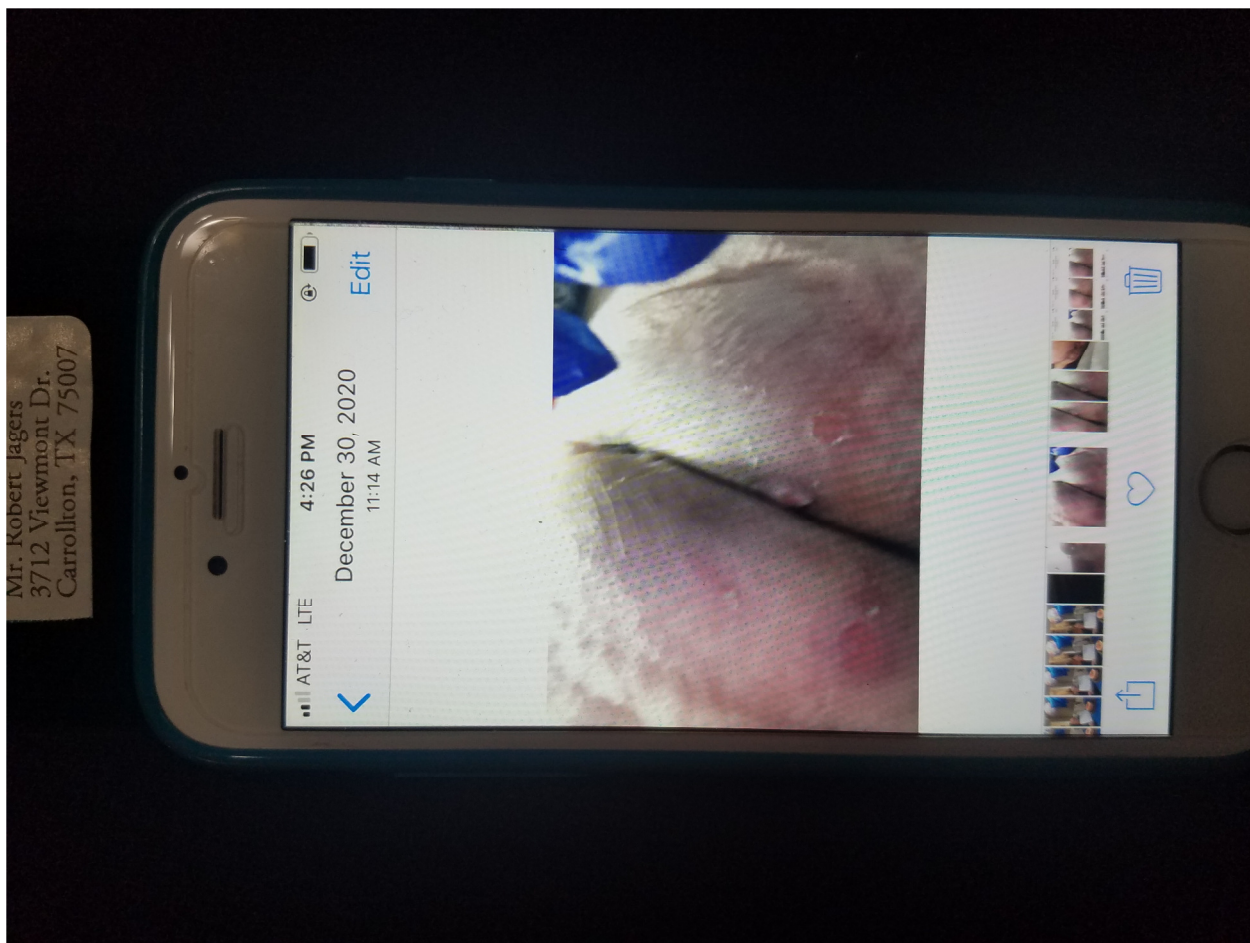


Bob Jagers iPhone removed by Richard Jagers (Son) on

March 16, 2021 at approximately 17:25 It is unknown who took these pictures, or how they were taken, but Bob may have been standing. Bob's iPhone has been in Richard's custody since this date.

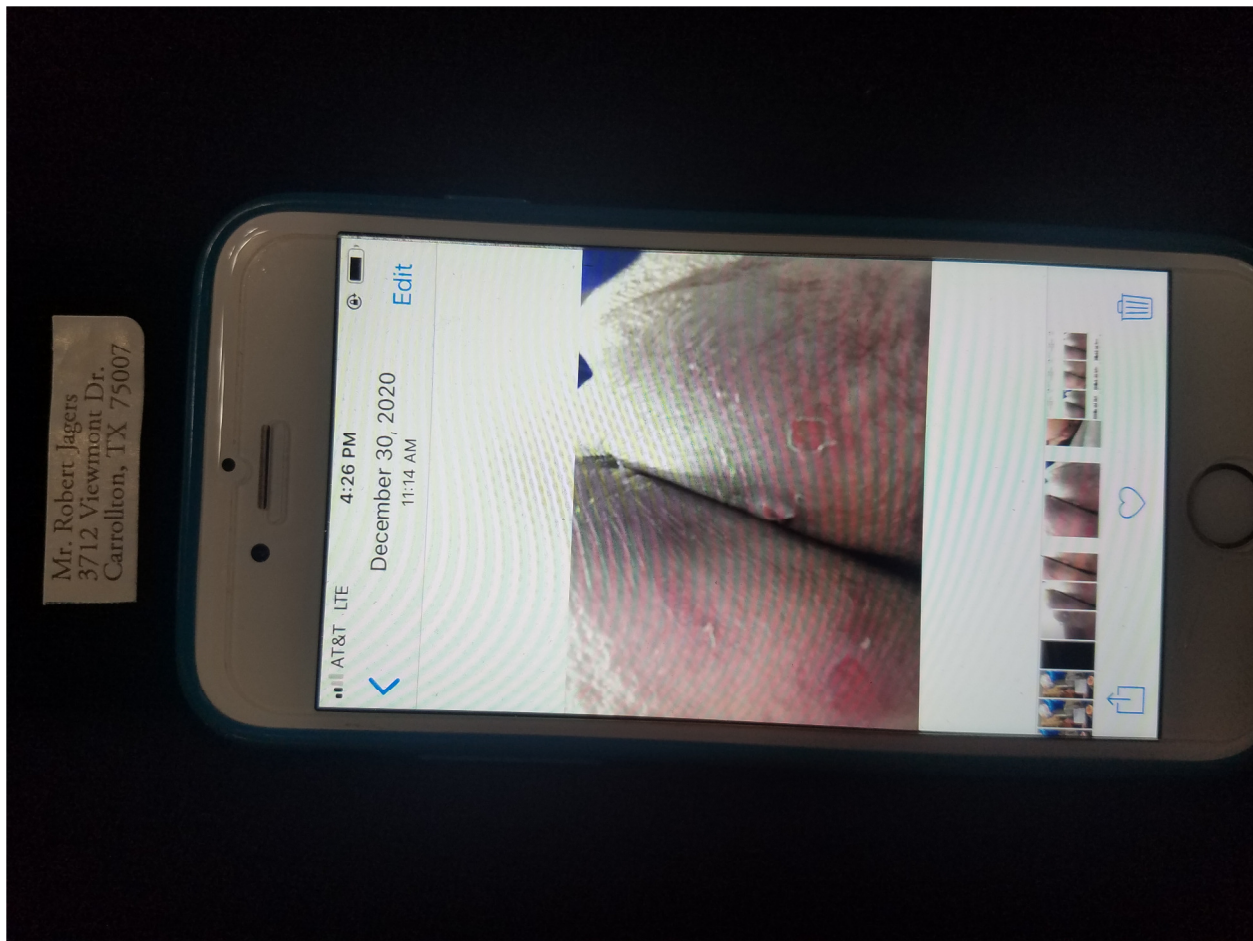


Dec 30, 2020 3 pictures not discovered until March 21, 2021



Mr. Robert Jagers
3712 Viewmont Dr.
Carrollton, TX 75007





These 3 pictures were discovered on 3-21-2021 by Bob's daughter, Beverly Foley (Jagers). These wounds based on a Board Certified Wound Care Nurse (CWON) in Michigan were determined to be a stage 2. This CWON consults all across the county, and has been doing this for over 2 decades. Carter Blocksma (734) 355-6665

Dec 31, 2020

Last day for United Health Care insurance company, as we were told by his primary care physician to switch insurance companies. Last day for TPC to do wound care on Bob's head. Beverly Foley continued doing wound care on head until February 10, 2021 when Freedom Hospice took over.

January 1, 2021

New insurance Humana. TPC could have continued head wound care, but they could not straighten out their paperwork and kept submitting it to old insurance company.

Feb 3, 2021

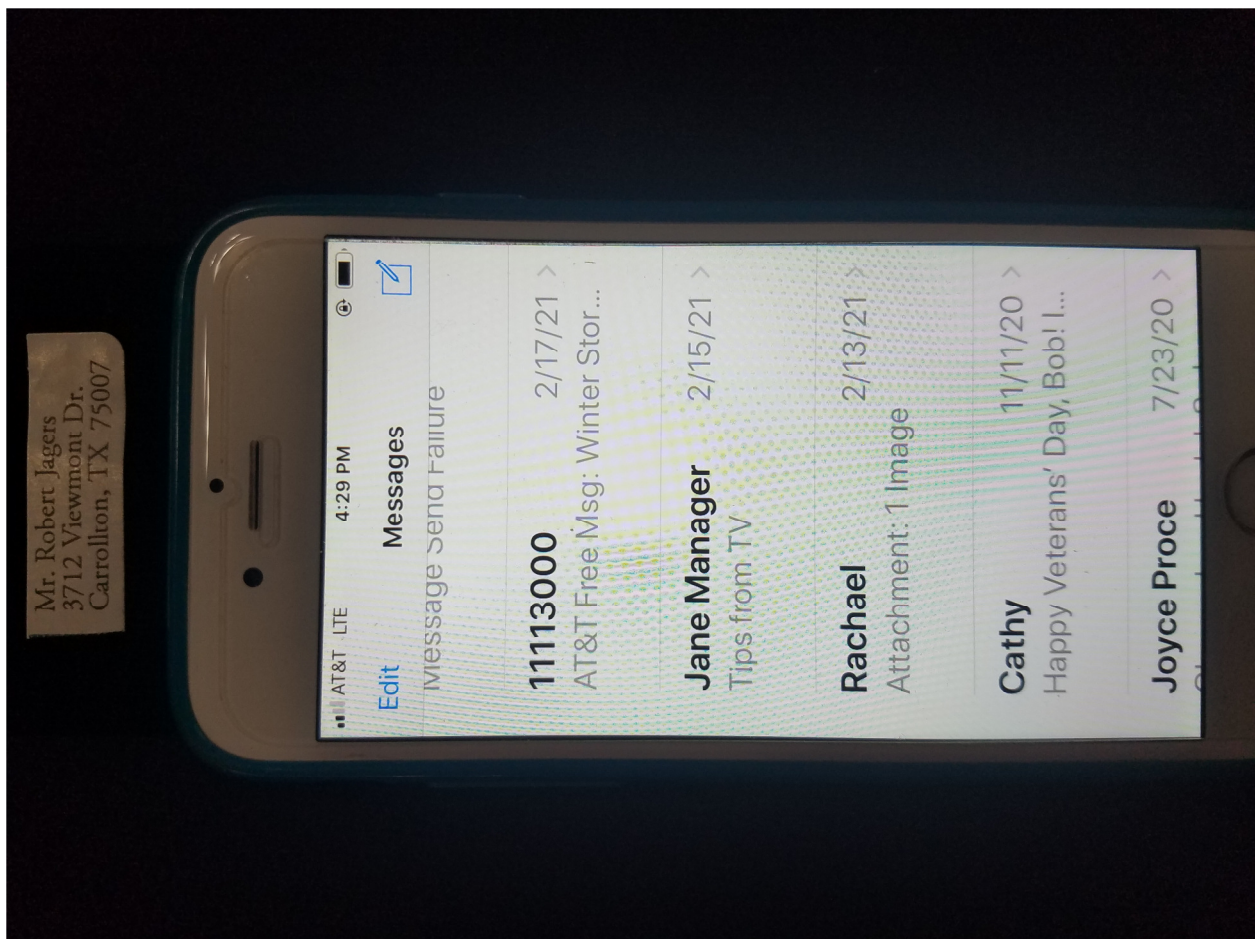
Bob loses all voluntary use of his legs. There was no official reason/diagnosis, but based on an MRI from 2019 his spinal fusion was putting pressure on his nerves, and Bob had been losing strength in his legs since 2019. The muscles were still strong based on the PT (Bobby from TPC) who had been working with him in 2019.

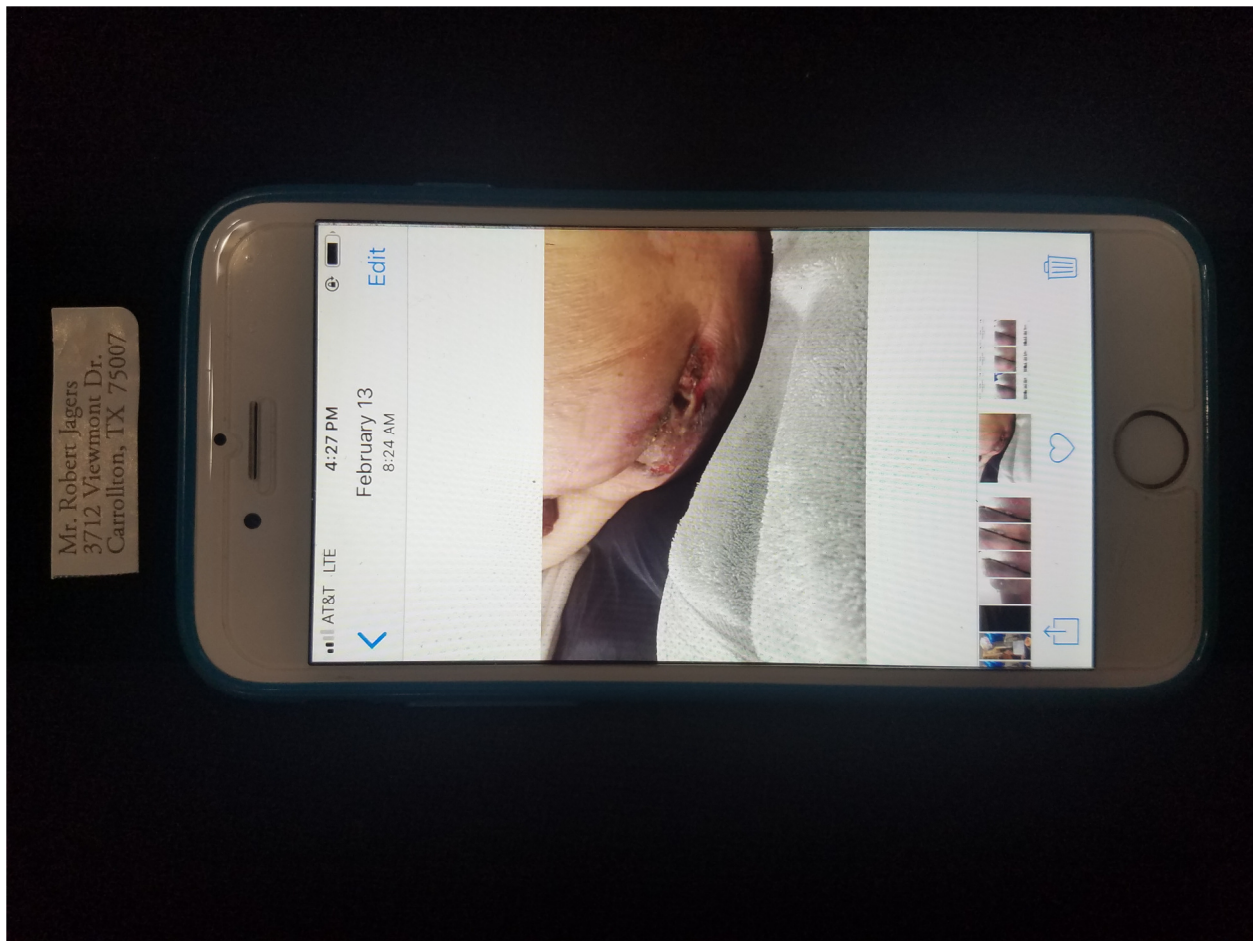
Feb 10, 11th

Freedom Palliative Hospice Care – 9001 Airport Freeway, Suite 570, North Richland Hills, TX 76180. (817) 265-0151 was hired to provide services to Bob Jagers at the group home on Elizabeth. Electronic documents were signed by Beverly Foley, but no ability to check or change any of the items was allowed. On March 17, 2021 Beverly received email copies of documents that had been hand filled out, but electronically signed. These documents were never provided until they were specifically asked for. The treatment plan by the Dr., the nurse visitation plan, the aid plan, the drug/prescription plan were never provided, and as the first writing of this document Beverly Foley is still waiting for them. They were requested again at a meeting with Jessica (Social Worker) with Freedom Hospice on March 16, 2021 at 15:30 but have never been provided.

Feb 13, 2021

1 picture of Bob's back was received via text to Bob's phone. Source of picture was from Rachael who is a care giver at the group home.





This was discovered by Beverly between March 21, 2021 and March 23, 2021. As seen in this February 13, 2021 picture, there is progression of wounds since the picture taken on Dec 30, 2020.

Feb 15, 2021 9:34 AM Eastern time

The following phone call was received by Richard Jagers (son) from Bob's phone. Bob said "I'm dying. This is my last day, I love you, do you understand? I'm going to sleep for a very long time." Then Bob hung up.

Similar phone calls were received by several other people that day. One person asked Bob how he was dying, and Bob's response was "nurse help"

Sometime between Feb 3, and the end of February Bob lost the use of his right arm. Cause is still unknown.

March 5, 2021

Beverly Foley asks Richard Jagers if he wants to come down to visit. Richard says yes, and based on Beverly's description of loss of limbs, and right arm, Richard plans to set up a voice control system for Bob. Bev says his mind is still sharp, but he needs to have a way to control devices. Voice control was suggested as Bob's use of his left hand was somewhat uncoordinated. Bob is right-handed.

March 10, 2021

CV19 bans are lifted in TX

March 12, 2021 - Friday

Richard Jagers arrives from Michigan to TX in the evening. Richard planned to visit and see Bob, who he hasn't seen since Dec of 2019, and set up some voice assistance for Bob.

March 13, 2021 - Saturday

Richard Jagers visits Bob (dad) at group home on Elizabeth. Room is a mess, estimated hearing aids and filter hadn't been cleaned and changed in over a week. Only 1 good battery found, so he cleaned the hearing aids, replaced 1 battery and was able to get 1 working.



Picture taken by Richard 3-15-2021

Dad in extreme pain, but dad says new pain, somewhat responsive. Richard start asking dad where new pain was at. (New pain = pain we haven't managed in the past) He said middle of back above spinal fusion. So I put my hand under him and started asking to narrow it down. He had some big knots back there that were not normally on his back. Richard ask Bob what his pain level is? Bob replies 9. Bob is always between a 6 and an 8, so 9 is extreme, and in 20 years dad has only claimed 9 a few times.



Group home rules state room is to be maintained and dusted, floor swept on a regular basis. Yes there were prescription pills on the floor. For the amount of money Dad paid a month you should be able to eat off the floors.

March 14, 2021- Sunday

Richard visits Bob. Bob is even less responsive and in a lot more pain. Conversation is limited. Richard asks Rachael (group home care giver, but not RN) if he has any bed sores. Rachael says a few on his bottom. Richard looks at Hospice log, but the only thing filled out is the aid Carla CNA that did bathing and cleaning, no wound care. There was no Dr plan, no nurses notes/reports, no drug list. Most of the book was empty. This book was later removed and submitted as evidence to the TX adult protective care.

March 15, 2021 – Monday

Richard visits Bob (dad), takes pictures of Hospice log, and visitors log. Bob unresponsive, not talking, lots of pain. After watching Bob for years, his son has a good idea of how bad the pain is. It was very bad, and Richard asks Rachael again about wounds, and she asks if Richard want to see them. I said yes.

I have a very bad sense of smell, and I have seen some gruesome wounds. 2/3 of the back was bandaged. The smell was enough to make me take a step back. I asked to see the worse wound. When I saw it, I almost passed out. It was severely infected oozing out of the bandage, and stunk even more when the bandage was removed. Rachael asked if I wanted to take a picture. I took several pictures. I spent some time comforting my dad and left.

No wedge was observed in the bed at this time.

That evening, I contacted Carter Blocksma – Certified Wound Care Nurse (CWON) and asked what to do. After a lengthy discussion I realized how bad it was, Mr. Blocksma recommended I contact Adult Protective Services. I said “The Police?!” He said yes.

That night Richard spent much time thinking about what to do.



Richard Jagers – 3-15-2021



Richard Jagers – 3-15-2021



Richard Jagers – 3-15-2021

More pressure ulcers further up the back that pictures were not taken by Richard Jagers

March 16, 2021 – Tuesday

Richard filed a report with Adult protective services.

Within 45 minutes at 12:42 Officer Kimberly Carter -MSW returned my call. She said she would be in the area and would check up on my dad that afternoon. Then Carter asks if Richard had any pictures, and could they be sent to her. Richard responds yes, and texted several pictures to Carter.

2:30 PM Richard went to check on Bob, Carla (CNA) the aide was there. She said she only did cleaning and did not do any wound care. The bed was tidy and much cleaner then the day before. The room had an air freshener making is smell nice, covering the smell from the wounds.

3:15 PM social Worker Jessica from Freedom Hospice shows up at group home. This was the first time she had ever seen dad since Hospice took over on February 10. Richard left.

3:30 pm Social worker Jessica has a meeting with Beverly Foley and Richard Jagers (Bob's daughter and son) at Beverly's home. Many questions were asked: Where are the documents we signed? Where is the written Dr. plan which should be provided to the family within days of starting care? Where are the nurse's plan and schedule? What medications is he on, and what dose? She was unable to answer any of them. Richard asked why was Bob not put in the chair and moved back and forth since the group home has the equipment.

The original oral agreement between Freedom Hospice and the Jagers family was that Bob would be moved from bed to chair and back to bed every day. The family agreed that this was critical in order to

agree to hospice support and care. Text messages between family members confirmed that is what Hospice said.

Jessica's response was that moving Bob was a medical question and she couldn't answer it.

Jessica called Ike the nurse assigned and he said he would not put Bob in the chair. Ike would not agree to moving Bob into the chair. So Richard told Jessica the social worker he was going to order the home to move Bob. Richard did not realize how extensive Bob's wounds were, even though Richard knew they were bad as he had only looked at one of them. Richard explained to Jessica why with Bob's stiff back he could not lay flat, and that he should have been placed in the chair from day one, plus Bob has spent 20 years in a chair so the bed was not his normal environment. This added stress to his mental state of losing use of his legs and right arm. Jessica simply said it is up to the nurse to determine the protocol and prescriptions for Bob's treatment. A plan/protocol we have never seen.

Jessica was asked if she had seen any information on Bob's back. She replied no. Beverly suggested she look at the pictures. Jessica said she was not a medical person, but when she saw the pictures she said "that is not normal" and that she would have to talk to Ike the nurse the following day. No other major questions could be answered by Jessica, and several times she said she had to review it with the Dr. Martini or the nurse (Ike). She would be happy to get back to us after her medical people provided a response. No time frame was given when she would get back to us with answers.

5:05 PM - Richard returned to the home to visit dad. Richard called his sister in AZ on Bob's phone and told her to talk to dad. She had a brief conversation, but Bob was in extreme pain.

5:12 PM Officer Carrter (MSW) arrives. Richard and Officer Carter have a brief conversation. Carter asks Bob if he is OK with transport if she finds something wrong. Bob answers yes. Carter asks Rachael to see the wounds. Carter takes some pictures of all the major pressure ulcers on Bob's back. There were also pressure ulcers on the feet, elbows, arm and other places. Officer Carter orders Robert Jagers removed from the Group home and transmitted to hospital. The Carrollton Fire Dept. arrived within minutes of Carter's call and transported Bob to Plano Presbyterian Hospital.

Richard Jagers took position of Bob Jagers phone on March 16, 2021 at approximately 17:30 and it has remained in his custody since that day.

Entering the ER room at the hospital Bob's White Blood Count was > 14, leaving the hospital WBC > 11. Normal for Bob over last 5 years was 8 to 9.

All pictures have been preserved on phones with original dates. Any additional documentation required can be provided. All medical records of Robert Bernard Jagers (Bob) for the last 3 years can be provided upon request. If there is a legal process to provide these documents to the TX Adult Protective Care unit without requiring a subpoena, the family is willing to authorize that process.

When Richard and Beverly returned to the room to clean out Bob's belongings, the Freedom Hospice log had been left behind; Richard removed it along with everything else belonging to Bob. This log was turned over just as it was found to Officer Carter. Pictures of this log are also available on Richard's

Phone. Hospice had removed everything else, including an important log of 1 medication. Fortunately Richard had looked at it the day before and was able to pass this information onto the hospital.

At no time was the family informed that pressure ulcers were developing. Bob was only rotated 2 or 3 times per day to have his diaper changed. Based on 4 days of observation by Richard, Bob was returned to the same orientation and position as he was before his diaper was changed. Bob had not been removed from the bed from Feb 10, 2021 until March 16, 2021.

March 17, 2021 – Wounds after initial cleaning by wound care nurse at Plano Presbyterian hospital. Every wound was correctly documented at the hospital by Margaret (Peggy) and Liz, 5th floor wound care nurses. These documents with detailed pictures are available from Plano Presbyterian; however, these documents have not shown up on the online database.





Picture of Bob Jagers, by Richard Jagers 3-17-2021



Picture of Robert Jagers taken by Richard Jagers 3-17-2021

Report submitted by

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