

**Iowa Department of Inspections and Appeals
Health Facilities Division
Adult Services Civil Penalty Citation**

Date: August 4, 2017
Program Name: Bickford Cottage Ames
Address: 2418 Kent Avenue Ames, IA 50010
Type of Action: Investigation #68812-I
Date(s) of Action: 7/12/17 – 7/24/17

State Rule #	State Rule	Amount of Civil Penalty
67.3(2)	<p>481-67.3 Tenant rights. All tenants have the following rights: 67.3(2) To receive care, treatment and services which are adequate and appropriate.</p> <p>Based on interviews and record review the Program failed to provide care, treatment and adequate/appropriate services as directed by service plans. This affected 1 of 1 tenant (Tenant #3) reviewed as a result of investigation #68812-I. Findings follow:</p> <p>Record review revealed a facility incident report, dated 6/8/17, documented, "...CMA (certified medication aide) notified RNC (registered nurse coordinator) that resident had eloped from branch. Resident was last seen around 1520 (3:20 p.m.) and returned to branch at 1530 (3:30 p.m.). Resident was returned safely to branch. Resident was dressed appropriately... 15 minute checks were implemented."</p> <p>Continued record review revealed the Program's investigation form documented Tenant #3 eloped on 6/8/17. The report noted, "... (Tenant #3) is a GDS (Global Deterioration Scale) 5 and wears a Homefree watch. The report further documented, "... (Tenant #3) found in our parking lot at 3:30 p.m. Staff redirected (Tenant #3) back to the facility unharmed. (Tenant #3) was last seen at 3:20 p.m. in the dining room... (Staff) stated the Homefree did not alarm at the door signaling that a resident with a watch went out and also did not alarm when (he/she) walked back in... Monitoring company stated that everything checked out okay with (Tenant #3's) watch, but if it did not alarm to change resident's monitoring watch out. After pulling the Homefree report it does indicate that the system did detect (him/her) as missing and when (he/she) returned. All (staff) report they did not reset the door alarm or Homefree alarm between 3:20 p.m. when (he/she) was last seen in the dining room and 3:30 p.m. when (he/she) was found in the parking lot."</p> <p>According to the state climatologist the nearest weather report available was from the Ames Airport at 3:53 p.m. At that time the temperature was 87 degrees, skies were mostly cloudy and the wind was from the west at 14 mph. The humidity was rather low that afternoon, with no heat index computed for that time.</p> <p>Tenant #3 resided in a dedicated dementia assisted living program</p>	\$1000.00

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and had a Global Deterioration Scale of 5, which indicated moderately severe cognitive decline. Tenant #3's Service Plan, dated 5-31-17, indicated a history of exit seeking and the Tenant wore a HomeFree watch for safety. He/she should be redirected to another activity if he/she was trying to go to the doors. The tenant's service plan also noted a history of pulling the fire alarm pull stations next to exit doors to open the doors.

Observations revealed the Program was located on 24th Street in a 35 mile per hour speed zone with four lanes of traffic. The tenant most likely exited through the front door as visitors exited the building. The tenant was seen walking in the parking lot and observed getting inside a vehicle approximately 50 feet from the front entrance. Continued observations revealed the egress door to the dining room alarmed. The alarm sounded when the door was pushed and the door opened after 15 seconds.

Record review of HomeFree Wireless Resident Monitoring Solutions indicated on 6-8-17 at 3:20:25 p.m. Tenant #3 was Missing-near 135 and at 3:37:14 Tenant #3 Returned- zone 1 (near 135).

When interviewed on 7-24-17 at 4:04 p.m. Staff D stated he drove by the Program and observed Tenant #3 walking in the parking lot in front of the building. He drove into the parking lot as Tenant #3 got into a van (employee's) parked on the west end and noticed the windows were down. He approached the tenant and asked what he/she was doing and he/she replied he/she was going to deliver some food. The tenant started the van and Staff D said, "Wait! You forgot something. We need to check the oil." Tenant #3 said "Ok," and Staff D turned off the ignition and took the keys out. Staff C arrived and helped to escort the tenant back into the building. Staff D stated he did not hear any alarms go off when they walked in the front door. Staff D stated the tenant was wearing a polo shirt, pants, and was missing a sock or a shoe.

When interviewed on 7-20-17 at 10:43 a.m. Staff C reported she was in the main dining room by the window, and some kind of activity in progress. She stated she saw Staff D waving in the parking lot and went to see what he needed. She observed Tenant #3 in the vehicle on the passenger side and Staff D informed her that the keys were in the ignition. Staff C reported she went back inside to get help. She confirmed Tenant #3 wore a HomeFree watch and the door alarm should have sounded when he/she was brought back into the building and it did not. She was unable to say how the tenant exited the building but assumed he/she must have followed a guest out the front door.

When interviewed on 7-20-17 at 11:30 a.m. the Maintenance Coordinator stated he completed weekly checks on the door alarms and pagers. He had checked the landscaping outside on the north and west side of the building and did not see Tenant #3 exit the building. He stated that he was not sure why the HomeFree Wireless Resident Monitoring Solutions report indicated Tenant #3 was by 135 as that is the middle of the west hallway. He called the HomeFree company and

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they stated they believed the system was working properly. He stated all of the staff pagers were replaced and Tenant #3's HomeFree watch was replaced with a new one.

When interviewed on 7/12/17 at 10:37 a.m., the Director stated when Tenant #3 left the building alarms did not sound, nor did a notification go to staff pagers. She further reported no notifications went to staff pagers upon the tenant's return. During further interview on 8/2/17 at 4:00 p.m., the Director stated the general expectation was for vehicles to be secured. While the facility did not have a specific policy, this was the expectation. After the incident, she met with staff to reinforce with staff that all vehicles should be secured.