

✓ 12/22/17 OIL 12/20/17

DEPARTMENT OF INSPECTIONS AND APPEALS

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: S0043	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 11/15/2017
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NAME OF PROVIDER OR SUPPLIER BICKFORD COTTAGE WEST DES MOINES	STREET ADDRESS, CITY, STATE, ZIP CODE 5050 HAWTHORNE DR WEST DES MOINES, IA 50265
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
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A 000	<p>Initial Comments</p> <p>Assisted Living Programs are defined by the type of population served. The census numbers were provided by the Program at the time of the on-site. General Population program</p> <p>Number of tenants without cognitive disorder: 10 Number of tenants with cognitive disorder: 4 Total population of Program at time of on-site: 34</p> <p>Dementia-Specific Program by Dedication</p> <p>Number of tenants without cognitive disorder: 0 Number of tenants with cognitive disorder: 6 Total population of Program at time of on-site: 6</p> <p>TOTAL census of Assisted Living Program: 40</p> <p>The following regulatory insufficiencies were cited during the investigation of Incidents #71462-I and #72020-I.</p>	A 000	<p>See attached</p> <p style="text-align: center;">POC 11/10/17</p>	
A 013	<p>481-67.3(2) Tenant Rights</p> <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>This REQUIREMENT is not met as evidenced by: Based on record review and staff interviews the Program failed to consistently provide adequate and appropriate care to prevent elopement behavior. This affected 1 of 1 tenant review</p>	A 013		

DIVISION OF HEALTH FACILITIES - STATE OF IOWA LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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A 013	<p>Continued From page 1 during investigation #71462-I & 72020-I.</p> <p>Findings follow:</p> <p>Tenant #1, a 75 year-old, was admitted on 11/18/16 and diagnoses included: Alzheimer's, dementia, depression and anxiety. A cognitive assessment dated 11/6/17 indicated Tenant #1 was staged at a four on the Global Deterioration Scale (GDS), which indicated moderate cognitive decline. A 12/6/16 assessment noted Tenant #1 was staged at a three on the GDS, which indicated mild cognitive decline.</p> <p>1. Record review revealed a progress note, dated 9/24/17, documented Tenant #1 missing when she/he didn't come to supper. The Program received a call from another Program in the area stating they had a person by the name of Tenant #1. The Program said a woman at the grocery store near Bickford - West Des Moines told her Tenant #1 said she/he was lost and lived at the Program where Tenant #1 was found (note: Tenant #1 used to live at that Program). Bickford staff went and picked up Tenant #1 and returned her/him to the Program, without incident. The Program reported the incident to the Department. On 9/25/17 Tenant #1's service plan was updated to include a "HomeFree watch" for safety.</p> <p>According to Google Maps, the Program was approximately 0.3 miles from Hy-Vee. The residential area between the Program and Hy-Vee had a speed limit of 25 miles per hour (mph). Both sides of the street had sidewalks.</p> <p>According to the State Climatologist, on 9/24/17 at 5:00 p.m. the temperature was 90 degrees Fahrenheit (F) with mostly clear skies.</p>	A 013		
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A 013	<p>Continued From page 2</p> <p>Additional record review revealed Tenant #1's service plan, dated 9/25/17, completed due to change in condition. The service plan noted the tenant ambulated independently. The safety section noted Tenant #1 had a HomeFree watch in place for safety.</p> <p>2. Record review revealed an Incident Report, dated 10/15/17, documented Tenant #1 went out the building at 1:10 p.m. according to the door alarm and was brought back to the Program at 2:38 p.m. by police.</p> <p>Continued record review revealed an email from Staff A to the Administrator on 10/15/17 at 2:41 p.m. According to the email, Staff A received a call from the police asking if Tenant #1 resided at Bickford Cottage West Des Moines. Staff D informed the police Tenant #1 did reside at Bickford West Des Moines and police informed her they found the tenant on 50th street and EP True Parkway in a confused state. The police stated they would return the tenant to the Program.</p> <p>An Investigation Form dated 10/15/17 stated the police found Tenant #1 near 50th and EP True Pkwy, approximately .5 mile from the Program. The form stated staff interviewed said they saw Tenant #1 at lunch, there were multiple families visiting and they did not receive a page of a missing tenant. Ongoing Action information, sent to the Department by the Program, stated "10/16/17 RN and ED went through HomeFree system and identified watches of some residents were not set to send notice to pagers. This was immediately corrected and rechecked for watches and door alarms."</p> <p>According to Google Maps, the Program was</p>	A 013		
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A 013	<p>Continued From page 3</p> <p>approximately 0.6 miles from the intersection of EP True Parkway and 50th Street. The speed limit was posted as 35 mph. Both sides of the streets had sidewalks.</p> <p>According to the State Climatologist, the temperature on 10/15/17 at 1:00 p.m. was 56 degrees F. Winds were 17 mph winds and 29 mph wind gusts, and skies were mostly clear.</p> <p>Additional record review revealed Tenant #1's service plan updated 10/16/17 due to change of condition. The service plan noted, under cognition, Tenant #1 was not safe to walk outside of Bickford unattended. The service plan also directed, under safety, Tenant #1 continued to wear a HomeFree watch for safety and due to recent elopement would be on 15 minute checks.</p> <p>When interviewed on 11/13/17 at 1:10 p.m., Staff B stated Tenant #1's watch probably didn't work properly or she was thought to be a visitor by other visitors and walked right out the front door. Staff B explained if you just looked at Tenant #1, you would not know he/she lived at Bickford. Staff B reported she worked with another tenant in their apartment. When Tenant #1 left the Program, her pager didn't alarm, nor did she hear the door alarm.</p> <p>When interviewed on 11/14/17 at 9:25 a.m., Staff A stated she worked in a different area that day and did not see anything. She explained Tenant #1 usually had his/her dog and frequently wanted to go out. She stated Tenant #1 tried before to go out the front door, and usually the tenant's watch caused the alarm to go off. She believed Tenant #1 likely went outside with visitors this day or the alarm system did not work, though she thought it worked fine otherwise.</p>	A 013		
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A 013	<p>Continued From page 4</p> <p>On 11/13, 14 and 15/17 Staff A, B and C were interviewed. All staff stated Tenant #1's watch did not activate their pagers. In addition all stated they were busy with tenants and did not hear a door alarm. All staff surmised that either the alarm system malfunctioned and/or Tenant #1 left the building when visitors were coming and going to and from the Program.</p> <p>When interviewed on 11/15/17 at 10:15 a.m. RN C confirmed that, after reviewing the HomeFree system, Tenant #1's watch did not work when she/he left the Program. According to RN C the watches were working to activate the alarm system; however they were not activating staff's pagers. The Tenant's watch was reset to activate the pagers when he/she returned to the Program. While there was a system in place to perform monthly checks on the HomeFree system, the thoroughness of the monitoring of the system was not completed by the responsible staff person.</p>	A 013		
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Plan of Correction
West Des Moines Bickford Cottage

HEALTH FACILITIES

DEC 15 2017

481.67.3 Tenant Rights

Regulatory Insufficiency: Program failed to consistently provide adequate and appropriate care to prevent elopement behavior.

Plan of Correction:

The insufficiency will be corrected as follows:

- HomeFree Training was completed with Director.
- Additional phones and pagers were requested the week of 10/30/17 and received from Branch Support.
- The Director and RN Coordinator provided re-education on 10/31/17 at All-Staff In-Service on Incident/Accident Reports and Missing Resident/Unwitnessed Door Alarm Drills.
- Branch Maintenance received additional training for Pendants and Watches through the HomeFree system.
- Missing Resident/Unwitnessed Door Alarm Drill was tested on 11/10/17 for all shifts.
- Written counseling has been given to Branch Maintenance.
- Verbal counseling for all other BFM's working during the elopement.

The following measures will be taken to ensure the problem does not recur:

- The Director will ensure that weekly checks on door alarms and monthly checks on HomeFree system are completed, as required.
- Individual education will be completed as deemed necessary.

The program will monitor performance to ensure compliance as follows:

- Divisions will review confirmation that weekly checks on door alarms and monthly checks on HomeFree system are completed for the first quarter (through March 2018).
- Divisionals will audit completed door alarm and HomeFree system checks annually to ensure compliance.

Date deficiencies corrected by: 11/10/17

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

Date: December 4, 2017
Program Name: Bickford Cottage West Des Moines
Address: 5050 Hawthorne Drive West Des Moines, IA 50265
Type of Action: Investigations #71462-I and 72020-I
Date(s) of Action: 11/13/17 – 11/15/17

State Rule #	State Rule	Amount of Civil Penalty
67.3(2)	<p>481-67.3 Tenant rights. All tenants have the following rights:</p> <p>67.3(2) To receive care, treatment and services which are adequate and appropriate.</p> <p>Based on record review and staff interviews the Program failed to consistently provide adequate and appropriate care to prevent elopement behavior. This affected 1 of 1 tenant review during investigation #71462-I & 72020-I.</p> <p>Findings follow:</p> <p>Tenant #1, a 75 year-old, was admitted on 11/18/16 and diagnoses included: Alzheimer's, dementia, depression and anxiety. A cognitive assessment dated 11/6/17 indicated Tenant #1 was staged at a four on the Global Deterioration Scale (GDS), which indicated moderate cognitive decline. A 12/6/16 assessment noted Tenant #1 was staged at a three on the GDS, which indicated mild cognitive decline.</p> <p>1. Record review revealed a progress note, dated 9/24/17, documented Tenant #1 missing when she/he didn't come to supper. The Program received a call from another Program in the area stating they had a person by the name of Tenant #1. The Program said a woman at the grocery store near Bickford - West Des Moines told her Tenant #1 said she/he was lost and lived at the Program where Tenant #1 was found (note: Tenant #1 used to live at that Program). Bickford staff went and picked up Tenant #1 and returned her/him to the Program, without incident. The Program reported the incident to the Department. On 9/25/17 Tenant #1's service plan was updated to include a "HomeFree watch" for safety.</p> <p>According to Google Maps, the Program was approximately 0.3 miles from Hy-Vee. The residential area between the Program and Hy-Vee had a speed limit of 25 miles per hour (mph). Both sides of the street had sidewalks.</p> <p>According to the State Climatologist, on 9/24/17 at 5:00 p.m. the temperature was 90 degrees Fahrenheit (F) with mostly clear skies.</p> <p>Additional record review revealed Tenant #1's service plan, dated 9/25/17, completed due to change in condition. The service plan</p>	\$2000.00

**Iowa Department of Inspections and Appeals
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