

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

<b>Date:</b> December 26, 2019
<b>Program Name:</b> Country Manor
<b>Address:</b> 900 W 46 <sup>th</sup> Street Davenport, IA 52806
<b>Type of Action:</b> Investigation #86493-I
<b>Date(s) of Action:</b> 11/18/19 – 11/19/19

<b>State Rule #</b>	<b>State Rule</b>	<b>Amount of Civil Penalty</b>
67.3(2)	<p><b>481-67.3 Tenant rights. All tenants have the following rights:</b>  <b>67.3(2) To receive care, treatment and services which are adequate and appropriate.</b></p> <p>Based on interviews and record review, the Program failed to consistently provide adequate services to meet identified tenant needs. This affected 1 of 1 tenant identified as a result of self-reported incident #86493-I. Finding Follows:</p> <p>Record review on 11/18/19 revealed Tenant #1's Progress Notes indicated Tenant #1 could not be located on 7/31/19 at 3:30 PM. After checking the community; the management, family, primary care provider and Davenport Police were notified. The patient was found near Theisen's on Kimberly Road in Davenport and returned to the community. Upon return, it was noted Tenant #1 had abrasions to his right palm, the back of his right shoulder and his right knee.</p> <p>Tenant #1 lived in a program consisting of two buildings (a front building and a back building) connected by a courtyard which was all surrounded by a fence. Individuals entering the back building through the courtyard door could get in without a key or a code. Anyone needing to leave the building had to be let out by a staff member with a key.</p> <p>Tenant #1 had diagnoses including Wernicke's encephalopathy and hypertension. Tenant #1's service plan noted he had mild to moderate disorientation and required cueing and his comprehensive assessment scored him at a four (4) on the Global Deterioration Scale.</p> <p>According to Accuweather, on 7/31/19 there was a high of 82 degrees Fahrenheit. Tenant #1 was located about one and a half miles from the Program. He traveled on foot in the vicinity of Northwest Boulevard and West Kimberly Road, both heavily trafficked areas near a large shopping mall.</p> <p>When interviewed on 11/18/19 at 4:25 PM Staff C reported she completed activities with the tenants in the back building around 2:40 PM on 7/31/19. Tenant #1 participated in the activity when he became bored and walked off. Staff C stated when the activity ended, she went to return the residents to the front building and found the courtyard door to the back building propped open. She thought this</p>	\$4000.00

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

	<p>occurred around 2:45 PM. Staff C stated she had seen the door propped open a few times that day. Staff C said it was not an unusual practice for staff to leave their keys in the lock of the courtyard door or leave the courtyard door propped open when they took residents from one building to the other. She described this as happening up to six times a day or more.</p> <p>When interviewed on 11/19/19 at 8:05 AM Staff A reported seeing Tenant #1 at 2:54 PM on 7/31/19 when she briefly went to the back building where Tenant #1 resided.</p> <p>When interviewed on 11/18/19 at 4:10PM Staff D reported she went to work in the front building at 3:00 PM. Staff B worked a double shift and Staff D quickly went to the back building to talk with Staff B and agreed to work in the back building for Staff B. Staff D found the back door propped open at that time. Staff D returned to the back building around 3:30 PM to check on the tenants and could not find Tenant #1. According to an Incident Report completed by Staff B, she was cleaning a bathroom and was not aware Tenant #1 was missing until Staff D returned to the back building. Staff B was no longer employed at the program.</p> <p>On 11/18/19 at 2:45 PM, The Community Manager reported the Davenport Police responded on 7/31/19 to the report of the elopement and they believed the tenant eloped from the program via the courtyard based on broken branches on bushes. The police believed the tenant climbed on the bushes and then got over the fence. The Community Manager found this to be plausible. The Community Manager found Tenant #1 walking along Kimberly Road in Davenport at 6:42 PM near the Theisen's store. Kimberly Road is a seven lane road with a posted speed limit of 45 MPH. The Community Manager found Tenant #1 walking in the grass along the side of the road. She described him as confused when she picked him up and said he was going to see his sister.</p> <p>Additional interview with the Community Manager on 11/18/19 at 4:45 PM revealed she had seen the courtyard door of the back building propped open in the past when activities were held in the courtyard, but not on 7/31/19. The Community Manager said when investigating Tenant #1's elopement some employees had told her they had seen the back building courtyard door propped open at times and others told her they had never seen the door propped open. For this reason, she did not know how Tenant #1 eloped from the building. She thought it was possible he had left the back building by exiting the courtyard door when a guest had come in through the door. She also thought Tenant #1 might have left through the courtyard door behind someone without them realizing he was there. She stated the door did make a chime sound but Staff B must not have responded.</p>	
--	--	--

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

--	--	--