Iowa Department of Inspections, Appeals & Licensing
Health & Safety Division
Adult Services Unit
Civil Penalty Citation

Date: 2/9/2024
Program Name: Northridge Village
Address: 3300 George Washington Carver Avenue Ames, IA 50010
Type of Action: 118525-C
Date(s) of Action: 1/31/2023
Citation # 10203

State Rule #	State Rule	Amount of Civil Penalty
69.29(1)	**69.29(1) Each tenant shall have access to a 24-hour personal emergency response system that automatically identifies the tenant in distress and can be activated with one touch.** Based on interview and record review the Program failed to ensure the personal emergency response system (pendant) functioned properly and identified tenants in distress. This pertained to 1 of 1 tenants reviewed who received no personal care services. Finding follows: Record review on 1/31/24 revealed an Incident Report (IR) dated 12/31/23 at 5:00 pm. The report revealed Tenant #1's family came to check on her and found her door locked. Staff and family went to Tenant #1's apartment and found her on the floor next to her bed. Tenant #1 said she thought she broke her ribs. When interviewed on 1/31/24 an interviewee said Tenant #1 returned to the Program after shopping at approximately 5:00 p.m. on Friday 12/29/23. Several attempts to contact the tenant over the weekend by cell phone went unanswered. The interviewee went to the Program on Sunday 12/31/23 to check on Tenant #1. Staff and the interviewee discovered Tenant #1 on the floor next to the bed. She said she thought she broke her ribs. Tenant #1 went to the hospital where the diagnosis included dehydration, seven cracked ribs and atrial fibrillation. Due to Tenant #1's pain she moved to a hospice house where she later passed away. When interviewed on 1/31/24 at 1:27 p.m. the Director said Tenant #1 administered her own medications and often chose to cook and eat in her apartment. She said Tenant #1 completed tasks independently and liked to spend time alone in her apartment. The Director also explained once the pendant was brought in and tested the Program realized it did not alarm/function properly. After research, it was determined the	**$6000.00**

	pendant had been deactivated by mistake. The Program could not determine the exact time and date the pendant had been deactivated but estimated it happened sometime after Christmas. Review of Tenant #1's record on 1/31/24 revealed an admission date of 10/20/2023. Her service plan signed on 11/17/23 revealed she was independent with all cares including medication administration. Her laundry was washed weekly and her apartment was cleaned weekly by program staff. She had no routine checks included in her service plan. The Program was unable to locate a policy regarding personal emergency response systems when requested.	