

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

Date:	April 18, 2022
Program Name:	Bickford Cottage II Sioux City
Address:	4022 Indian Hills Drive Sioux City, IA 51108
Type of Action:	102863-I
Date(s) of Action:	3/9/22 – 3/16/22
Citation # :	5687

State Rule #	State Rule	Amount of Civil Penalty
67.3(2)	<u>481-67.3 Tenant rights. All tenants have the following rights:</u> <u>67.3(2) To receive care, treatment and services which are adequate and appropriate.</u> Based on record review and interview the Program failed to provide adequate and appropriate care, treatment, and services for 1 of 1 tenants reviewed (Tenant #1) and potentially affected all tenants in the dementia unit. Findings follow: Record review of Tenant #1's file revealed he was admitted on 3/29/21 with a diagnosis of Dementia. Tenant #1's cognitive assessment dated 2/16/2022 documented a Global Deterioration Score (GDS) of 5 which indicated moderately severe cognitive decline. The service plan noted he would check doors to see if they were able to opened. He wore a safety monitoring watch at all times and was not safe to be unattended outside the Program due to his potential for wandering. The watch remained in place during bathing. He required no assistance with ambulation and would be observed on several occasions in the living room area of the facility adjacent to the main entrance. On 2/28/22 at approximately 6:00 p.m. a neighbor across the street returned Tenant #1 to the Program. It was determined during interviews, staff observed him at approximately 5:30 p.m. seated at the dining room table following supper. The neighbor reported they noticed him in their garage between 5:15 p.m. and 5:30 p.m. The Program is located approximately one half mile from a heavily travelled four lane road. According to the state climatologist the weather in Sioux City on 2/28/22 around 6:00 p.m. was 57 degrees Fahrenheit with relative humidity of 24%, the sky was clear, and the wind was out of the NNW at 8 mph with no windchill. The Program utilized four different alarm systems at the assorted doors and it could not be determined what door Tenant #1 exited out of. All of the alarmed systems would noted on the computer and sent to pagers to alert staff of the alarm. When interviewed, none of the four staff working on the floor on the evening of 2/28/22 reported	\$2000.00

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	alerts on their pagers indicating an alarmed door had been breached during the time Tenant #1 eloped. The employee entrance side door, the outside exit doors A, B, C and D and the main front door used a mag lock type system that required a code entered on the keypad for the door to open. If the door was opened without the code to disarm the door, an alarm would sound and needed to be manually silenced by staff. It also sent notification to the computer and the pagers worn by staff. Staff had the code to this keypad it was not to be given out to family or visitors. Staff interviews revealed a resident's family member had the code to the mag lock door prior to the reported elopement. As a result, the code needed to be changed. The dangers associated with others having the code to the door could result in a tenant following a person out the door before the door has time to rearm. On 3/09/22 at 3:15 p.m. the Nurse stated Tenant #1's watch was missing its battery on the evening of 2/28/22. She confirmed without the battery, the personal Watcher alarmed monitoring system would not work. The nurse reported she felt he exited the front door without sounding an alarm by following someone out the door before the alarm had a chance to rearm itself. The door exited immediately into a breezeway that would allow a tenant to follow a person out of the building unnoticed. It could not be determined when Tenant #1's Watch battery was last checked prior to the elopement. On 3/10/22 at 7:30 a.m. review of the Policy and Procedures on the resident monitoring system Use and Maintenance revealed the resident monitoring system will be inspected and maintained to ensure appropriate functioning at all times. The Resident Monitoring system shall be inspected monthly to ensure it is functioning appropriately. Use the Resident Monitoring System Testing Procedure Checklist to perform this inspection. The completed checklist will be kept in a separate file in the Program for 2 years. Review of the HomeFree System Testing Procedure Checklist revealed the Personal Watcher system was be checked monthly. Staff were to use the Personal Watcher to check that each monitored door functioned properly by having each tenant wearing a Watch approach a monitored door to test for proper function of the Watch. On 3/10/22 at 11:25 the Administrator confirmed she was not able to find a completed HomeFree System Testing Procedure Checklist but provided a document titled Preventive Maintenance Work Schedule - 2022 document. Noted on the document was, perform the Exit Door Inspection Checklist. Review of the list revealed the exit door inspections were noted as completed on February 7th, February 14th, and February 21, 2022. The inspections were noted as completed every 7 days. The next inspection would have been completed on 2/28/22 the day of the elopement. On 3/14/22 at 10:09 a.m. interview with Staff C, the former maintenance man, confirmed he was not using the HomeFree System Testing Procedure. Staff C said he would check them every 2 - 3 days with a Watch to the door to see that it would alarm. Every morning	
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	they checked the battery status on the computer to see that the Watch battery had a sufficient charge. The Watch battery would show on the computer if it needed to be replaced or not. Staff C confirmed he failed to document the alarm system checks or the daily computer system checks. On 3/14/22 at 3:39 p.m. the nurse confirmed there was no specific documentation of when Tenant #1's watch would have last been tested.	
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