

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

Date: March 16, 2023
Program Name: Keystone Place at Forevergreen ALP/D
Address: 1275 W Forevergreen Rd North Liberty, IA 52317
Type of Action: Investigation #103862-I
Date(s) of Action: 10/25/22 – 10/27/22
Citation # 6045

State Rule #	State Rule	Amount of Civil Penalty
IAC 481 – 67.2(3)	67.2(3) The program shall follow the policies and procedures established by the program. Based on interview and record review, the program failed to follow the Life Safety - Memory Care policy. This affected 1 of 1 tenant identified as a result of self-reported incident 103862-I. Findings follow: Record review on 10/25/22 revealed Tenant C1 had a service plan dated 2/4/22. The service plan included a diagnosis for Tenant C1 of Other Symptoms and Signs Involving Cognitive Functions and Awareness. Tenant C1 scored a 5 on the Global Deterioration Scale on 2/4/22 indicating Moderately Severe Cognitive Decline. Record review on 10/25/22 revealed 2 incident reports for Tenant C1. The first incident report, dated 3/26/22 at 12:15 PM, noted Tenant C1 went out the back Memory Care door. She was on the grass besides the building. Tenant C1 stated, "I read hold the bar for 15 seconds and it will open". She stated she was outside looking for her car, mom and sister. A second documented incident occurred on 3/28/22 at 4:30 PM. Care staff were in the activity room when the tenant was seen outside of the secure Memory Care unit walking east of the parking lot towards the rear entrance to the garage. Care staff walked out towards the tenant and called her name to gain her attention. Care staff redirected Tenant C1 back into the building. An Investigation Summary of the 3/28/22 incident noted the staff working in the Memory Care unit was in another tenant's apartment at the time of the elopement. She could not hear the alarm with the apartment door shut. Someone speaking over the walking talkie informed her Tenant C1 was outside. On 10/26/22 at 10:00 AM, Staff A stated she was working during one of Tenant C1's elopements. Staff A did not recall hearing an alarm sound when Tenant C1 exited the Memory Care unit. On 10/26/22 at 3:38 PM, Staff C said the door alarms on the main Memory Care door and back door made the same sound and at the same volume. He said if the Memory Care unit was quiet, it was	\$500.00

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

	easy to hear the alarms. However, if it was loud, like during a mealtime, it would be hard to hear the alarm. It would also be hard to hear the alarm if you were in a tenant's apartment. If staff exited apartment #11, it would be hard to determine which door alarm (the entry door or back door) was sounding. The program's Life Safety - Memory Care policy specified staff were to respond to memory care door alarms. Staff were to IMMEDIATELY respond to the door that was alarming. On 10/26/22 at 1:30 PM, the Executive Director confirmed staff were unable to hear the alarms sound during two instances when Tenant C1 eloped from the building and did not respond immediately.	
--	---	--