

**Iowa Department of Inspections and Appeals
Assisted Living Program
Complaint Investigation Report**

Assisted Living Program:

Complaint Intake #: 8021

Mary Ann Larsen, Administrator
3801 Grand
3801 Grand Avenue
Des Moines, IA 50302

Date of Investigation:

October 25, 2004

Monitor(s):

Hal L. Chase RN BSN MPH

Definitions:

The following definitions are relevant:

Regulatory Insufficiency - A violation of a statutory or rule provision within the Iowa Code or Iowa Administrative Code (IAC) governing assisted living programs. A regulatory insufficiency requires a plan of correction to be presented to, and approved by, the Department of Inspections and Appeals (DIA).

Plan of Correction - A written response to one or more regulatory insufficiencies that are rule violations [321 IAC 26.2(5)(a)]. The plan should identify how, and by a specific date, an insufficiency will be corrected. The plan is due to DIA within ten (10) working days of the program's receipt of a Complaint Investigation Report. Depending on the circumstances, DIA may re-visit the assisted living program to confirm progress in fulfilling a plan's corrective measures.

Dementia-specific assisted living program - An assisted living program certified under 321 IAC - chapter 25 that either serves five or more tenants with dementia or cognitive disorder staged between 4 and 7 on the Global Deterioration Scale or holds itself out as providing special care for persons with cognitive disorder or dementia, such as Alzheimer's disease, in a dedicated setting.

Overview:

A complaint investigation on-site visit was conducted at 3801 Grand on October 25, 2004. In preparing this report, the following information was considered:

Current Program Census:

General Population Program (GPP) – A program that is not a Dementia Specific program, but may have tenants with cognitive disorder.

Current number of tenants without cognitive disorder: 44

Current number of tenants with cognitive disorder: 3

Total Population: 47

Dementia Specific Program (DSP) – Not Applicable.

Accreditation Status – Not applicable.

Complaint History – There were no complaints filed this certification period.

Complaint Investigation – The complaint investigator(s) made the observations detailed in the following areas.

A. Nurse Review - Program provides a registered nurse to ensure the appropriate administration and documentation of medications, ensure that physician orders are current, and assess and document the tenants' health related activities. [321 IAC 25.30]

Complaint Allegation: It is alleged that Tenant #1 was receiving dressing changes daily from the program nurse; however, the program nurse was not available from October 21 – 24, 2004, due to illness.

- **Monitoring Observation:** Prior to admission to this program, Tenant #1 was receiving daily wound care, and the program nurse was advised by the facility who was discharging Tenant #1 that wound care was being done daily per physician order and would need to continue the dressing changes until the wound healed or the physician discontinued treatment. Upon review of the file on Tenant #1, it was noted that the service plan of 10/1/04 indicated that the program nurse would do wound care daily. Staff interviews indicated the program nurse was ill from October 21 through October 24, 2004 and wound care was not done or delegated to another staff person in her absence.

No physician order was obtained by the program nurse to perform dressing changes on Tenant #1 upon admission to the program.

- **Regulatory Insufficiency:** The program did not ensure that a physician order was current.
- **Regulatory Insufficiency:** The program did not provide the care as agreed to in the service plan and did not delegate or make a referral to an outside agency for care in the event of the nurse's absence.

B. Medications – Program has a comprehensive written medication policy that allows tenant self-administration, but accommodates the need for tenant medication assistance via nurse delegation. The medication assistance is appropriately supervised and administered. Medications are appropriately stored. [321 IAC 25.29(1) and/or (2)]

- **Monitoring Observation:** During the course of the investigation, it was found that the program did not have complete control of medication that was being administered by the program. In reviewing the file of Tenant #1, it was determined that the program nurse was setting up medications weekly. Tenant #1 was allowed to administer and store medications independently and without supervision.
- **Regulatory Insufficiency:** The program did not administer and store medications according to accepted medication protocol.

Dated this 25th day of October, 2004