

**Iowa Department of Inspections and Appeals
Assisted Living Program
Re-certification Monitoring Evaluation Report**

Assisted Living Program:

Kathy Savits, Administrator
Bickford Cottage
5915 Sutton Place
Urbandale, Iowa 50322

Date of Monitoring Visit:

August 5, 2004

Monitor(s):

Charlotte Kemp, RN
Jan O'Briant, LISW
Rose Boccella, MA

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 25.8(3)]. 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 Re-certification Monitoring Evaluation 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 this chapter 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 specialized care for persons with cognitive disorder or dementia, such as Alzheimer's disease, in a dedicated setting.

Overview:

An on-site monitoring evaluation was conducted at Bickford Cottage on August 5, 2004. In preparing this report, the following information was considered:

Current Program Census:

General Population Program -

Current General Population ALP Census: 36 Number of tenants with dementia: 18

Dementia Specific Program –

Program is a self-declared dementia-specific program with 7 tenants.

Tenant/Family Satisfaction Results – Thirty tenants from the General Population Program attended the community meeting. Several tenants voiced satisfaction with program services. They had high praise for the activity director, housekeeper and kitchen staff. Tenants said all staff members treat them with dignity and respect. They commented that the staff is well trained and they work hard to make life nice for them. Overall, they stated that the staff supports their autonomy and independence and they are happy to be living at the program.

Complaint History – During this certification period, there have been substantiated complaints in the areas of Occupancy And Transfer, Transfer Planning, Managed Risk and Life Safety.

On-Site Monitoring Evaluation – The monitor(s) made the observations detailed in the following areas.

A. Service Plan – Program has an individualized service plan developed and updated for each tenant as required. [321 IAC 25.28]

Monitoring Observation: Six tenant files from the population program and two tenant files from the dementia specific program were reviewed. Each file that was reviewed contained individualized service plans that were updated routinely every ninety days. In addition to meeting a high standard of practice with 90-day service plan updates, the program consistently updates service plans for tenants within 30 days of admission and with status change. Service plans clearly identify tenant needs and the services to be provided to meet those needs, however, they do not identify the expected outcomes of services provided as required.

- Regulatory Insufficiency: The program did not ensure that the service plans included expected outcomes of service interventions.

B. Record Checks – The program conducts applicable employee record checks. [Iowa Code section 135C.33(5)]

Monitoring Observation: Files for four employees hired within the past three months were reviewed for compliance with background check requirements. Of the four files reviewed, adult abuse and criminal background were completed for three employees prior to their starting dates of employment. However, one employee was hired and began working in the program four days prior to the background checks being completed.

- Regulatory Insufficiency: The program did not ensure background checks were completed on all new employees prior to their employment in the program.

Dated this 12th day of August 2004.