

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

Assisted Living Program:

Complaint Intake #: 12176

Ms. Dee Pyle, Administrator
Ruthven Community Care Center
2701 E. Mitchell Street
Ruthven, IA 51358

Date of Investigation:

April 14, 2005

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 Ruthven Community Care Center on April 14, 2005. 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: 18

Current number of tenants with cognitive disorder: 1

Total Population: 19

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. 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)]

Complaint Allegation: It is alleged the program did not follow physician orders for prescription medication administration.

- **Monitoring Observation:** Four of four tenant files were reviewed to determine if medications ordered by a physician were administered appropriately. Review of physician orders and medication administration records (MARs) indicated that the program was administering medications correctly as ordered by the physician(s).
- **Regulatory Insufficiency:** None noted.

Dated this 15th day of April, 2005.