

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

Assisted Living Program:

Complaint Intake #: 12082

Margo Steinke, RN
Bickford Cottage
2807 Cedar Street
Muscatine, IA 52761

Date of Investigation:

February 17, 2005

Monitor(s):

Stephanie Cummins, SW

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 Bickford Cottage on February 17, 2005. In preparing this report, the following information was considered:

Current Program Census: (Type "Not applicable." after section that does not apply.)

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: 33

Current number of tenants with cognitive disorder: 3

Total Population: 36

Accreditation Status – Not Applicable.

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

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

A. Criteria for exclusion of tenants - Program does not admit or retain tenants that require a higher level of care, unless a written exception has been applied for and approved. [321 IAC 25.23(3); 25.24]

Complaint Allegation: It was alleged the program retained tenants that required a higher level of care.

- **Monitoring Observation:** Tenant #1 was admitted on 11-4-03 with diagnoses of Dementia, Chronic Heart Failure, Chronic Renal Insufficiency, Colon Diverticulitis and Hypothyroidism. On 11-12-03 the tenant scored an eight on the Mini Mental Status Exam (MMSE) and the most recent update on 09-02-04 shows the tenant scored a five on the Global Deterioration Scale (GDS). The Divisional Director of Resident Services, who was the former RN at the program, stated linoleum was installed in the tenant's apartment in late 2004 with the cost of installation paid by the tenant. The linoleum was installed due to frequent bladder incontinence in the apartment. Nursing assessments indicated the frequent incontinence began approximately 9-2-04. Staff interviews and the service plan indicated the tenant required two-hour toileting, reminders of the appropriate location for toileting and the floor needed daily mopping. The program placed air fresheners in the apartment and put a sign in the tenant's apartment to tell the tenant where the bathroom was located. Despite the interventions, staff felt the tenant was incontinent on a regular basis. A mop and bucket were kept in the tenant's apartment to clean up the frequent bladder incontinence and occasional bowel incontinence. The Divisional Director indicated the tenant's incontinence was unmanageable. Two tenants that lived near Tenant #1's apartment were interviewed. One tenant stated there was a problem with a tenant's incontinence and at times this did cause an odor; however, this tenant felt the program had done a good job correcting the problem. The tenants interviewed offered no complaints in regard to housekeeping or maintenance of the building. Tenant #1's service plan also stated the tenant required complete assistance for bathing one to two times per week, extensive assistance with dressing and personal hygiene, and medication administration. Staff interviews and review of progress notes indicated Tenant #1 often refused medications, bathing assistance, and assistance with dressing. The tenant received all meals on a tray in the tenant's apartment. On 1-26-05 at 10:40 a.m. progress notes indicated the tenant began swinging and hitting staff when staff was changing the tenant's clothes and at 11:20 a.m. the tenant became very angry and hit staff in the back. On 1-31-05 the current RN faxed the tenant's physician and stated the tenant had been combative by hitting, cursing, and punching staff, had been incontinent and had increased falls. The physician ordered a psychological evaluation, which the nurse called to schedule on 2-3-05. The tenant had not been psychologically evaluated at the time of the onsite investigation. Progress notes indicate that between 1-2-05 and 2-17-05 Tenant #1 had 16 falls, nine without apparent injuries and seven with injuries. The tenant had 12 documented incidents of inappropriate or aggressive behavior including physical and verbal aggression towards staff. The tenant also had 13 incidents of refusals of cares or medications between 1-2-05 and 2-17-05.

- Regulatory Insufficiency: The program did not transfer a tenant who met the criteria for exclusion of tenant due to being a danger to self and others and being unmanageably incontinent.

Dated this 22nd day of February 2005.



BICKFORD COTTAGE

**Plan of Correction
Muscatine Bickford Cottage**

Regulatory Insufficiency: The program did not transfer a tenant who met the criteria for exclusion of tenant due to having unmanageable incontinence and being a danger to himself and others.

Plan of Correction: In review of the findings regarding Tenant #1, Bickford Cottage of Muscatine has determined that it is necessary for us to assist in the discharge process of this resident. On March 8th, our original plan of correction, we reported that the tenant would be discharged, with a 60 day notice, due to the fact his attorney was out of town. Due to the fact of the notice being greater than 30 days, we are now submitting a request for waiver.