

**Iowa Department of Inspections and Appeals
Assisted Living Program
Initial Certification Monitoring Evaluation Report**

Assisted Living Program:

Julie Dancer, Executive Director
Ridgeview Assisted Living
2975 F. Avenue NW
Cedar Rapids, IA 52405

Date of Monitoring Visit:

April 19, 2005

Monitor(s):

Hal L. Chase RN BSN MPH
Stephanie Cummins SW 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 an Initial 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 Ridgeview Assisted Living on April 19, 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:	19
Current number of tenants with cognitive disorder:	6
Total Population:	25

Dementia Specific Program (DSP) – Not Applicable

Tenant/Family Satisfaction Results – A community meeting was held with nine tenants present. Tenants reported that the living environment was nice and they were happy. Staff were accommodating and patient. Tenants reported that night staff could answer call lights quicker, as it takes longer for night staff to answer call lights than day staff. Leadership staff, especially the nurse, is available when needed. Tenants reported the food is made from scratch, it is wonderful, the portions are large, and they are given two choices of entrees for all meals. They did feel that the food could be covered a little longer when meals are served in order to keep the food hotter. They reported that there are plenty of activities available. Tenants feel safe and they never worry about their safety. They feel in charge of their own lives and reported the program supports their autonomy. Tenants reported that they would recommend this program to friends and family. Four family members were interviewed and repeated what the tenants had stated during the community meeting. Family members were happy with the program, and more importantly, felt their loved ones thought it was a great place to live.

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

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

A. Occupancy Agreement – The program shall enter into an occupancy agreement with the tenant or tenant's legal representative, if applicable, prior to the tenant's taking occupancy that clearly describes the rights and responsibilities of the tenant and of the program, and shall sign a managed risk policy disclosure statement. [321 IAC 25.22]

Monitoring Observation: Three of five tenant files reviewed indicated that a family member of the tenant, who was not a legal representative, signed occupancy agreements. Two of five tenant files reviewed indicated that occupancy agreements were signed after the tenant took occupancy. Leadership staff verified the findings during the exit interview.

- Regulatory Insufficiency: The program did not have tenants sign occupancy agreements prior to taking occupancy.
- Regulatory Insufficiency: The program did not have appropriate signatures on the occupancy agreement.

B. Tenant Documents – Program maintains a complete file for each tenant containing all appropriate documentation. [321 IAC 25.27]

Monitoring Observation: Three of five tenant files reviewed indicated the program did not have legal documents identifying the tenant's legal representative, appointing a durable power of attorney (DPOA) or appointing a power of attorney (POA). Files showed a family member for tenants had signed tenant documents in lieu of the tenant.

- Regulatory Insufficiency: The program did not maintain documentation of legal representative(s) of tenants when applicable.

C. Food Service – Program shall provide or coordinate with other community providers to provide hot or other appropriate meal(s) at least once a day or make arrangements for the availability of meals. Menus shall be appropriately planned. If applicable, therapeutic diets shall meet all requirements. Food preparation personnel shall meet all requirements. [321 IAC 25.32]

Monitoring Observation: The program prepares all meals from scratch and uses fresh ingredients in its preparation of meals. Menus are prepared by the on-staff chef but have not been approved by a licensed dietician to ensure that menus follow the percentage of the daily recommended dietary allowances as established by the Food and Nutrition Board of National Research Council of the National Academy of Sciences.

- Regulatory Insufficiency: The program did not have menus approved by a licensed dietician to ensure compliance of daily recommended dietary allowances required for each meal served.

D. Transportation – When the program provides transportation services directly or under contract with the program, the services shall be provided as required. [321 IAC 25.38]

Monitoring Observation: The van that is designated by the program to use in providing transportation to tenants was observed. The van does not have seat belts for ambulatory and non-ambulatory tenants.

- Regulatory Insufficiency: The program van used to transport tenants did not have adequate seat belts and securing devices for ambulatory and non-ambulatory passengers.

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

Monitoring Observation: In reviewing staff administrative files one file showed a staff person did not have a criminal background check completed prior to hire. Leadership staff acknowledged this during the exit interview. It was determined that a dependent adult abuse check was completed on the staff person in question but that the criminal background check was omitted.

- Regulatory Insufficiency: The program did not obtain a criminal background check of staff prior to hire.

Dated this 26th day of April, 2005

RIDGEVIEW

Assisted Living Community



MeadowView
Memory Care Village

May 9, 2005

Chris Nothaft
Certification Coordinator
Lucas State Office Building
321 East 12th Street
Des Moines, Iowa 50319-0083

Dear Chris,

I am writing in response to your letter dated April 28, 2005 regarding our Initial Certification Monitoring Evaluation Report. Please accept the following Plan of Correction for each of our deficiencies as noted on the recent April 19, 2005 visit by Hal and Stephanie:

- A) Our Director of Social Services began full time employment on April 16, 2005. As of this date, any prospective resident is required to meet with our Director of Social Services to review admission and move-in procedures and requirements. At that admission meeting, one of the items discussed and provided is the Occupancy Agreement. Residents are required to review, sign, and return the Occupancy agreement to RidgeView prior to move-in, or on move-in day. If there are legal representatives to the resident (Durable Power of Attorney and/or legal guardian), then those individuals must also sign the Occupancy Agreement prior to move-in. Prior to April 16, 2005, the former Director of Marketing was responsible for this process. She was terminated. We acknowledge this was not done properly for every resident admission, and can assure the Department of Inspections and Appeals we have a very clear understanding of this regulation, as well as a clear and concise procedure in place at this time.

RidgeView
Assisted Living Community
2975 F Avenue NW
Cedar Rapids, IA 52405
phone: (319) 362-1050

MeadowView
Memory Care Village
3005 F Avenue NW
Cedar Rapids, IA 52405
phone: (319) 294-9669



- B) All files will contain copies of documentation of legal representatives of tenants when applicable. This is now part of the Director of Social Services pre-admission requirements. Again, prior to some staffing adjustments, we acknowledge this may not have happened properly.
- C) Please review the letter dated 5/1/05 from Charlene Vasey Larson, RD, LD, which indicates that a nutritional analysis was completed on the RidgeView menus. The analysis concluded that the menus met and/or exceeded the Recommended Daily Allowances.
- D) Seat belts were added to the RidgeView 16 passenger van on May 6, 2005.
- E) All prospective employees will have a criminal background record check and a dependent adult abuse check prior to hire. This was an oversight and we want to assure the Department of Inspections and Appeals that we have a clear understanding of this requirement.

Please call me if there are any questions or concerns regarding this Plan of Correction. I appreciate the feedback from Hal and Stephanie on areas which need improvement, and will continue to strive to meet or exceed all expectations.

Thank you.

Sincerely,

Julie M. Dancer
Executive Director
RidgeView Assisted Living Community

Date: 5/1/05

To: Julie Dancer, Administrator

Re: Nutritional Analysis of Menus

The 7 day average nutritional analysis of weeks 1 and 3 from the May 2005 menus was performed to determine if 100% of RDAs has been met. The nutritional analysis revealed that your menus met and/or exceeded the RDAs analyzed for these specific menus/time period.

Attachments:

1. Nutritional Analysis – Tables 1 & 2 compare the RDA with your menu nutritional analysis and summarize the findings.
2. Computer Nutrition Analysis for 2 weeks worth of menus(which I named as Week 1 & 2). Weeks 1 & 3 from your May 2005 Menu were used. The computer nutrition analysis contains a more in-depth analysis than you are required to have performed so I extrapolated the information you needed from this analysis and put it in Tables 1 & 2.
3. List of foods included in the nutritional analysis. The food list specifies the day, meal, food item, and food portion served. When determining the specific food item and portion to use for the analysis, I used the verbal guidelines you provided to me during our initial visit (ex: frozen/fresh veg., whole wheat breads, homemade vs. prepared items, milk types 2% and skim, juice variety, cereal types, larger meat portions, etc.)

If you have any questions, please feel free to contact me at ph# 319-393-1085. Thank you for your referral regarding this matter.

Charlene Vasey Larson RD/LD

Charlene Vasey Larson, RD, LD

Ridge View – Assisted Living Nutritional Analysis – Performed May 2005

Table #1: RDA's: for males and females age 70+years.

Protein	Iron	Phosphorus	Calcium	Vitamin A	Thiamin	Niacin	Riboflavin	Vitamin C	Zinc
56g	8mg	700mg	1200mg	900mcg	1.2mg	16mg	1.3mg	90mg	11mg
Carbohydrate	Copper	Magnesium	Manganese	Selenium	Vitamin E	Vitamin B6	Vitamin B12	Folate	
130g	900mcg	420mg	2.3mg	55mcg	15mg	1.7mg	2.4mcg	400mcg	

Table #2: Nutritional Analysis of the RV Menus based on a 2 week average including 3 meals per day (according to Food Works Nutrient Analysis Software - see attached report):

Protein	Iron	Phosphorus	Calcium	Vitamin A	Thiamin	Niacin	Riboflavin	Vitamin C	Zinc
129.2g	22.95mg	2171mg	1638mg	2068.5mcg	5.13mg	31.95mg	3.64mg	217.4mg	17.9mg
Carbohydrate	Copper	Magnesium	Manganese	Selenium	Vitamin E	Vitamin B6	Vitamin B12	Folate	
329.2g	1484mcg	779.3mg	2.614mg	59.8mcg	31.9mg	2.817mg	8.517mcg	483.9mcg	

Summary:

Comparison of the RDA's with the 2 week average for RV menus revealed that the menus met or exceeded the RDA's for all the nutrients analyzed.

5/1/05