

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

Assisted Living Program:

Complaint Intake #: 12220

Mr. Ron Osby, Administrator
Arbor Heights at University Assisted Living
233 University Ave.
Des Moines IA 50314

Date of Investigation:

May 9, 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 Arbor Heights at University Assisted Living on May 9, 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: 17

Current number of tenants with cognitive disorder: 0

Total Population: 17

Dementia Specific Program (DSP) – Not applicable

Accreditation Status – Not applicable

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

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

A. Other – The provisions of this section address the program's noncompliance with other applicable statutory and administrative rule requirements.

Complaint Allegation: It is alleged the program did not allow for a tenant to choose his own doctor when the tenant became sick and needed to see a physician.

- Monitoring Observation: Five of five tenant files reviewed indicated each tenant had their doctor of choice listed on the tenant face sheet. Physician's orders for history and physicals and medications were completed by a physician, substantiated the listing of the tenants choice. In an interview with four tenants, each tenant identified their physician to the monitor, which was identical to the physician listed in each of tenant's files.
- Regulatory Insufficiency: None noted.

Dated this 16th day of May 2005