

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

Assisted Living Program:

Complaint Intake #: 12335

Ms. Dee Luttenegger, Administrator
Senior Suites Assisted Living
4700 84th Street
Des Moines IA 50322

Date of Investigation:

July 18, 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 Senior Suites Assisted Living on July 18, 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: 43

Current number of tenants with cognitive disorder: 0

Total Population: 43

Dementia Specific Program (DSP) – Not applicable.

Accreditation Status – Not applicable.

Complaint History – There were no substantiated complaints during this recertification 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 was missing narcotic medications, had improper medication administration records, and medication errors.

- Monitoring Observation: A review of tenant files cited in the complaint and the medication administration record (MAR) for all tenants were reviewed. Staff cited in the complaint was also interviewed regarding the allegation, and no indiscretions were found. Medication records did substantiate medications were missed on one occasion and on another occasion medication was administered after the physician discontinued the order. In both cases the program completed medication error reports in a timely manner and the staff person(s) who were in error were counseled. The program has initiated a medication in-service with staff that administers medications.
- Regulatory Insufficiency: None noted.

Dated the 21st day of July, 2005.