

**Iowa Department of Inspections and Appeals  
Assisted Living Program  
Final Recertification Monitoring Evaluation Report**

**Assisted Living Program:**

Ronald Osby, Administrator  
Arbor Heights Assisted Living  
233 University Ave  
Des Moines, IA 50314

**Date of Monitoring Visit:**

March 12, 2008

**Monitor(s):**

Lincoln Newsom, RN

**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 a Recertification Monitoring Evaluation Report. Depending on the circumstances, DIA may revisit 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 Arbor Heights Assisted Living on March 12, 2008. 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 |

**\*These are the census numbers represented by the program to be applicable at the time of the on-site.**

**Tenant/Family Satisfaction Results** – A community meeting with 11 tenants and one private interview were held. Tenants stated the program was wonderful, is nicely kept, housekeeping services is three times a week and staff are helpful. One tenant stated it's almost like home. Tenants stated they have gotten spoiled, the food is good, there are choices; however, one tenant stated sometimes the food seems a little cold. It was mentioned they wished the Administrator could put a bathroom closer to the dining room. Tenants stated there are enough activities and they feel safe. They are getting what they are paying for, make their own decisions and if there were an emergency they would use their personal emergency call pendants. Tenants would recommend the program to friends and family.

**Program History** – There were substantiated complaints in the areas of : Criteria for Exclusion of Tenants, Service Plan, Nurse Review, Staffing and Other during the past recertification.

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

Dated this 4<sup>th</sup> day of April, 2008.