

CHESTER J. CULVER
GOVERNOR

DEAN A. LERNER, DIRECTOR

PATTY JUDGE
LT. GOVERNOR

April 7, 2009

Complaint: #22409-C

Stan Birtchem, Administrator
Maple Grove Senior Living
1917 S 18th St
Centerville, IA 52544-3136

RE: Complaint Investigation Report, Maple Grove Senior Living, Centerville, IA

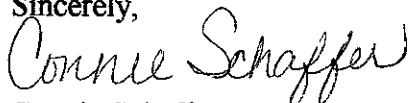
Dear Mr Birtchem:

Enclosed is the **Complaint Investigation Report** completed by the Department of Inspections and Appeals (DIA) in accordance with the Code of Iowa, section 231C.7, Iowa Administrative Code, chapter 25, pertaining to assisted living programs and, chapter 26, pertaining to monitoring, civil penalties and complaints regarding assisted living programs. **No Regulatory Insufficiencies were identified.**

A copy of the monitor's **Complaint Investigation Report** is enclosed for your information and as a record of the result of this investigation.

If you have any questions regarding this Report, please contact me at 515-281-5003

Sincerely,



Connie Schaffer
Certification Coordinator – Central Iowa
Health Facilities Division
Adult Services Bureau

Enclosure

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

Assisted Living Program:

Complaint Intake: #22409-C

Stan Birtchem, Administrator
Maple Grove Senior Living
1917 S 18th St
Centerville, IA 52544-3136

Date of Investigation:

March 24, 2009

Monitor(s):

Michael Streepy 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 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 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 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 Maple Grove Senior Living on March 24, 2009. 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: 11

Current number of tenants with cognitive disorder: 0

Total Population: 11

Dementia Specific Program (DSP)* – Not applicable.

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

Accreditation Status – Not applicable.

Program History – There have been no substantiated Regulatory Insufficiencies during 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: Complaint 22409-C alleges a tenant to be soiled and incontinent of urine and feces and to be unsafe in preparation of foods when using cooking devices in tenant's apartment.

- Monitoring Observation: Tenant #1, a 93 year old had been admitted to the program 8-28-06 with diagnoses including: Hypertension, Type II Diabetes, Hyperlipidemia and Back Pain. The tenant was staged at a three on the Global Deterioration Scale (GDS) on 12-03-08 indicating mild cognitive decline. Review of the tenant's record revealed the functional assessment dated 12-3-08 indicated is the tenant independent in all areas with the exception of medication administration. Interview with program staff revealed the tenant had not been incontinent of urine or feces and at most would sometimes neglect to shave for a day or so. Review of the tenant's records revealed the tenant had been at risk in the use of a microwave and electric appliance. The program had established a managed risk agreement with the tenant and the devices were no longer in use by the tenant.
- Regulatory Insufficiency: None noted.

Complaint Allegation: Complaint 22409-C alleges the tenant makes no sense when talking on the phone and may be seeing people who are not there.

- Monitoring Observation: A review of program records for Tenant #1 did not reveal any instance of visual hallucinations by the tenant. Interview with Staff #1 revealed the tenant does at times answer questions inappropriately, as the tenant frequently refuses to wear hearing aides and does not always understand the conversation.
- Regulatory Insufficiency: None noted.

Complaint Allegation: Complaint 22409-C alleges the tenant had fallen out of a chair and received a gash on the head on 3-07-09. The complaint alleges the tenant laid on the floor for hours before staff found Tenant #1, sent the tenant to the hospital emergency room where the tenant was kept overnight.

- Monitoring Observation: Review of the hospital records for Tenant #1 reveal the incident of 3-05-09 was a Syncopal episode with a fall. The work up revealed no serious injury and the tenant was discharged from the hospital to the nursing area of the facility for physical therapy and strengthening. Interview with the program staff indicated response to the tenant's call for assistance was immediate. The tenant stated he/she had gotten up from the table in the tenant's apartment and fell striking his/her head on a cabinet. The tenant was assessed and sent to the hospital due to complaint of head and neck pain. The nurse's notes indicate Tenant #1 had a 3 inch purple/red area on the left forehead with swelling. Observation of the tenant on 3-24-09 revealed complete resolution at the area.
- Regulatory Insufficiency: None noted.

Complaint Allegation: Complaint 22409-C alleges the tenant needed a higher level of care and the program will not move the tenant. It is alleged it is a money issue with the program.

- Monitoring Observation: Review of the record for Tenant #1 revealed the functional assessment dated 12-03-08 indicated the tenant is independent in all areas with the exception of medication administration. The tenant was staged at a three on the GDS on 12-03-08 indicating mild cognitive decline. Interview with program staff revealed the tenant had not been incontinent of urine or feces and at most would sometimes neglect to shave for a day or so. Staff indicated the tenant had expressed the desire to remain in the assisted living area of the program, until 3-23-09 when Tenant #1 decided to remain in the nursing area of the facility. The tenant had been discharged from the assisted living area and admitted to the nursing area of the facility on 3-23-09.
- Regulatory Insufficiency: None noted.

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

Complaint Allegation: Complaint 22409-C alleges the program had failed to notify the Department of Inspections and Appeals of an accident involving serious injury.

- Monitoring Observation: Review of hospital records reveals the injury involving Tenant #1 were not serious. Interview with program staff revealed awareness of the regulation requiring notification; the staff stated they did not report the accident as it did not involve serious injury.
- Regulatory Insufficiency: None noted.

Dated this 7th day of April, 2009