IOWA DEPARTMENT OF
INSPECTIONS & APPEALS

CHESTER J. CULVER
GOVERNOR

PATTY JUDGE
LT. GOVERNOR

DEAN A. LERNER, DIRECTOR

Complaint Intake #: 30754-M

October 25, 2010

Ms. Gail Holcombe, Director
Walnut Ridge at Clive Senior Campus
1701 Campus Drive
Clive, IA 50325

RE: Final Complaint Investigation Report, Walnut Ridge at Clive Senior Campus, Clive, Iowa

Dear Ms. Holcombe:

Enclosed is the **Final Complaint Investigation Report** completed by the Department of Inspections and Appeals (DIA) in accordance with Iowa Code chapter 231C and Iowa Administrative Code (IAC) chapters 481—67 and 481—69.

DIA has reviewed the Plan of Correction (POC) submitted in response to the **Preliminary Complaint Investigation Report.** Based upon a complete review of the Report and the Program's proposed actions to correct the identified Regulatory Insufficiencies, DIA accepts the POC.

If you have any questions in regard to the enclosed Report, please contact me at 515/281-7039.

Sincerely,

Rose Boccella

Rose Boccella
Program Coordinator
Adult Services Bureau

Enclosure

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

Assisted Living Program: **Complaint Intake #: 30754-M**

Gail Holcombe, Director
Walnut Ridge at Clive Senior Campus
1701 Campus Drive
Clive, Iowa 50325

Date of Investigation:

September 27, 28, 29, 2010

Monitor(s):

Joyce Kix, 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. IAC r. 481-67.10(5). 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 481 IAC chapter 69 that: serves fewer than fifty-five (55) tenants and has five (5) or more tenants who have dementia between Stages 4 and 7 on the Global Deterioration Scale or serves 55 or more tenants and 10 percent or more of the tenants have dementia between Stages 4 and 7 on the Global Deterioration Scale or holds itself out as providing specialized care for persons with dementia, such as Alzheimer's disease, in a dedicated setting.

Overview:

A complaint investigation on-site visit was conducted at Walnut Ridge Senior Campus on September 27, 28, and 29, 2010. In preparing this report, the following information was considered:

Current Program Census:

General Population Program (GPP)* – A program that does is not include a Dementia Specific unit, but may include have tenants with cognitive disorder.

Current number of tenants without cognitive disorder:	16
Current number of tenants with cognitive disorder:	3
Total Population of GPP:	19

Dementia Specific Program (DSP)* – A program that is dementia specific and provides specialized care in a dedicated setting.

Total Population of DSP:	12
Total Census of ALP:	31

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

Program History – There were no substantiated regulatory insufficiencies during this certification period.

Complaint Investigation – The complaint investigator made the following observations during the course of the investigation:

A. Staffing

Monitoring Observation: Six staff files were reviewed. The personnel files of Staff #1, #2, #3, #4, #5, and #6 lacked documentation of completion of nurse delegation for assigned tasks.

Staff #4 reported that her training for catheter care had been completed by watching another resident care assistant three times.

The Director of Resident Care stated on 9-28-10 at 10:00 am that she had not completed nurse delegation for all the assisted living employees.

- Regulatory Insufficiency: The owner or management corporation of the program is responsible for ensuring that all personnel employed by or contracting with the program receive training appropriate to assigned tasks and target population. (IAC r. 481-69.29(3))

B. Dementia-Specific Education for Program Personnel

Monitoring Observation: The Training Documentation for Employee #1 documented 13 hours of training completed on 8-6-10 including: one hour of HIPPA and Safe Food, two hours of Orientation for Assisted Living, two hours of OSHA training, two hours of Medical Awareness for assisted living, two hours of Activities of Daily Living for assisted living and four hours of Alzheimer's/Dementia training. The time sheets for Employee #1 indicated the employee was paid for only eight hours and 10 minutes on 8-6-10.

The Training Documentation for Employee #5 documented 15 hours of training completed on 8-11-10 including: two hours of Orientation for assisted living, two hours of Medical awareness for assisted living, two hours of OSHA Safety training, two hours of activities of daily living, four hours of Alzheimer's/Dementia training and three hours of Reflections training. The time sheet for 8-11-10 indicated the employee was paid for only eight hours on 8-11-10.

Employee #9 hired 4-10-10, reported during interview on 9-27-10 that she had not received eight hours of dementia training in the first 30 days of employment.

The documentation of hours of training completed is not supported by the employee timesheets of hours at work. It can not be determined which training was in fact completed.

- Regulatory Insufficiency: All personnel employed by or contracting with a dementia-specific program shall receive a minimum of eight hours of dementia-specific education and training within 30 days of either employment or the beginning date of the contract, as applicable. (IAC r. 481-69.30(1))

Dated this 22nd day of October, 2010