IOWA DEPARTMENT OF
INSPECTIONS & APPEALS

TERRY E. BRANSTAD
GOVERNOR

KIM REYNOLDS
LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

April 9, 2012

Ms. Mary Keen, Director
Bickford Cottage of Marshalltown
101 Newcastle Road
Marshalltown, IA 50158

RE: Final Recertification Monitoring Evaluation Report – Bickford Cottage of Marshalltown, Marshalltown, IA

Dear Ms. Keen:

Enclosed is the **Final Recertification Monitoring Evaluation 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 completed the review of your Plan of Correction (POC) in response to the Preliminary Recertification Monitoring Evaluation Report. Based upon a complete review of the Report and your actions to correct the identified Regulatory Insufficiency, DIA accepts your POC. The Final report is enclosed.

The review of the recertification documents you submitted has been completed and the documents are accepted. In addition, the State Fire Marshal's (SFM) inspection report has been received as well as the Facility Engineer's approval of the Evacuation Plans for your program.

Enclosed you will find the Assisted Living Program Certificate **S0012** with effective dates of **May 6, 2012** through **May 5, 2014**.

If you have any questions in regard to this certification, please contact me at 515/281-4116.

Sincerely,

Jim Berkley

Jim Berkley
Program Coordinator
Adult Services Bureau

Enclosure

IOWA DEPARTMENT OF INSPECTIONS AND APPEALS
Assisted Living Program
Final Recertification Monitoring Evaluation Report

Assisted Living Program:

Mary Keen, Director
Bickford Cottage of Marshalltown
101 Newcastle Road
Marshalltown, IA 50158

Date of Monitoring Visit:

February 15, 2012

Monitor(s):

Stephanie Cummins, MA

Definitions: ***The following definitions are relevant:***

Assisted Living Program – A program certified under 481 IAC 69 that provides housing with contracted services to three or more tenants in a physical structure that provides a homelike environment. Services may include but are not limited to health-related care, personal care, and assistance with instrumental activities of daily living. A General Population Program is an Assisted Living Program that is not dementia-specific but may have tenants with cognitive disorder.

Dementia-Specific Assisted Living Program - An assisted living program certified under 481 IAC 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 (GDS), or serves 55 or more tenants and 10 percent or more of the tenants have dementia between Stages 4 and 7 on the GDS, or holds itself out as providing specialized care for persons with dementia, such as Alzheimer's disease, in a dedicated setting.

Regulatory Insufficiency - A violation of a statutory or rule provision within the Code of Iowa (2011) or the 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 statutory or rule violations. The plan should identify how and by what date each regulatory insufficiency will be corrected, and what measures will be taken to ensure the problem does not recur. The plan is due to DIA within ten (10) working days of the program's receipt of a Complaint/Incident Investigation Report. Depending on the circumstances, DIA may revisit the assisted living program to confirm progress in fulfilling a plan's corrective measures.

Overview: ***In preparing this report, the following information was considered:***

Current Program Census

Assisted Living Programs are defined by the type of population served. The census numbers were provided by the Program at the time of the on-site.

Dementia-Specific Program by Definition	
Number of tenants without cognitive disorder:	29
Number of tenants with cognitive disorder:	10
Total Population of Program at time of on-site	39
TOTAL census of Assisted Living Program	39

Tenant/Family Satisfaction Results – A community meeting was held with 18 tenants. Housekeeping services were provided to their satisfaction and the building and grounds were safe, clean and sanitary. They said the maintenance person did a good job and things were repaired promptly. Some tenants reported at times some of their laundry items were lost or they received other tenants' items. Nursing services were available and staff responded promptly when they called for assistance. Staff was trained to provide the services needed and they received the services they required. The tenants said they received the services they expected when they signed the occupancy agreement. The hot foods were not always hot and they said the plates were not always hot. They enjoyed the salad bar and requested fruit on the salad bar. The meat, especially the pork, was tough. They requested more meat and potatoes type of meals and less pasta. The tenants also requested the names of food on the menu reflected what was being served. There were enough activities and they enjoyed Bingo but they preferred the Bingo store instead of prizes given. They enjoyed outings to local stores and to the library. They felt safe and made their own decisions. If they couldn't be in their own home, they felt the Program was the best place. The tenants would recommend it to others.

Program History – The Program did not receive any regulatory insufficiencies during this certification period. .

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

A. Medications

Monitoring Observation: A medication pass was observed. Staff #1 administered medications to Tenants #1, #2 and #3. Staff #1 washed her hands in the medication room before preparing the medications. Staff #1 administered medications to Tenants #1, #2 and #3 in their apartments without using hand sanitizer or washing her hands between administering medications to each of the tenants. Staff #1 used hand sanitizer and washed her hands after medications were administered to the third tenant. Staff #1 said she normally used hand sanitizer between administering medications to tenants.

The Program's Handwashing policy indicated staff would wash their hands between contact with different tenants, when providing direct care such as bathing, perineal and oral care, toileting, grooming or any such hands-on task. On the policy a handwritten entry indicated staff would wash hands before, after and in between tenants while passing medications. Staff could utilize hand sanitizer three times before required to wash hands.

Appropriate protocol was observed regarding other aspects of the medication pass; however, sanitation did not occur at appropriate intervals during the medication pass.

Regulatory Insufficiency: When medications are administered traditionally by the program: The administration of medications shall be provided by a registered nurse, licensed practical nurse or advanced registered nurse practitioner in Iowa or by unlicensed assistive personnel in accordance with requirements in 655-Chapter 6 governing nurse delegation. (IAC r. 481-67.5(6)(a))