IOWA DEPARTMENT OF
INSPECTIONS & APPEALS

TERRY E. BRANSTAD
GOVERNOR

KIM REYNOLDS
LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

June 1, 2012

Ms. Susan Bowen, Administrator
Primrose Retirement Community
1801 East Kanesville Blvd.
Council Bluffs, IA 51503

RE: Final Recertification Monitoring Evaluation Report – Primrose Retirement Community, Council Bluffs, IA

Dear Ms. Bowen:

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 **S0273** with effective dates of **June 4, 2012** through **June 3, 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:

Susan Bowen, Administrator
Primrose Retirement Community
1801 East Kanesville Blvd.
Council Bluffs, IA 51503

Date of Monitoring Visit:

March 19, 2012

Monitor(s):

Hal L. Chase, RN BSN MPH

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.

General Population Program	
Number of tenants without cognitive disorder:	25
Number of tenants with cognitive disorder:	3
Total Population of Program at time of on-site	28
TOTAL census of Assisted Living Program	28

Tenant/Family Satisfaction Results – A community meeting was held with 26 tenants in attendance. Tenants liked living at the program, liked their apartment, and reported the building and grounds were clean safe and sanitary. Nursing services were available when needed; staff was trained to provide their care and responded within 15 minutes of being called. Staff treated them well and gave good care. The food was described as good and alternatives to entrees' were offered at every meal, but reported the evening meal was often served cold. There were enough activities offered, but would like staff to participate in these activities. Often, staff was too busy and a tenant would lead the activity. Tenants reported they felt safe, made their own decisions related to personal and health care and recommended the Program to anyone wanting to live at this assisted living program.

Program History – There were no substantiated Regulatory Insufficiencies found during this certification period.

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

A. Medications

Monitoring Observation: Staff #3, a licensed practical nurse (LPN) was observed administering insulin via insulin syringe. Staff #3, LPN administered five units of insulin subcutaneous to Tenant #5. Staff #3, LPN then placed the uncapped syringe on the footrest, adjacent to Tenant #5's feet. Staff #3 cleansed the site of injection, re-capped the syringe, left Tenant #1's apartment and placed the insulin syringe in a sharps container adjacent to the nurse's office. Staff #3, LPN recapped a used syringe and did not properly dispose the insulin syringe in a sharps container after use.

Staff #3, LPN administered oral medications to Tenant #6; Gabapentin 100mg-one tablet, Metoclopram 10mg-one tablet, Carb/Levo 25mg/100mg tablet. Staff #3, LPN charted the medications as given before administering these medications to Tenant #6. Staff #3, LPN did not administer medications in an applied standard of medication administration practice.

Regulatory Insufficiency: When medications are administered traditionally by the program. a. The administration of medications shall be provided by a registered nurse, licensed practical nurse or advanced registered nurse practitioner registered 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))