

TERRY E. BRANSTAD
GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

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LT. GOVERNOR

Complaint/Incident Intake #: 42726-C

April 1, 2013

Ms. Jean Greeley, Administrator
Prairie Hills at Clinton
1701 13th Avenue
Clinton, IA 52732-3300

**RE: Final Complaint/Incident Investigation Report – Prairie Hills at Clinton,
Clinton, IA**

Dear Ms. Greeley:

Enclosed is the **Final Complaint/Incident Investigation Report** from the on-site monitoring visit of March 11 and 12, 2013, 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. **No Regulatory Insufficiencies were identified.**

If you have any questions regarding the enclosed Report, please contact me at 515/281-4116 or James.Berkley@dia.iowa.gov

Sincerely,

Jim Berkley

Jim Berkley
Program Coordinator
Adult Services Bureau

Enclosure

IOWA DEPARTMENT OF INSPECTIONS AND APPEALS
Assisted Living Program
Final Complaint/Incident Investigation Report

Assisted Living Program:

Jean Greeley, Administrator
Prairie Hills at Clinton
1701 13th Ave.
Clinton, Iowa 52732-3300

Complaint/Incident Intake #:

42726-C

Date of Complaint/Incident Investigation:

March 11 and 12, 2013

Monitor(s):

Maribeth Freland RN

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 below were provided by the Program at the time of the on-site visit.

General Population Program	
Number of tenants without cognitive disorder:	<u>66</u>
Number of tenants with cognitive disorder:	<u>3</u>
Total Population of Program at time of on-site	<u>69</u>
Dementia-Specific Program by Dedication	
Number of tenants without cognitive disorder:	<u>9</u>
Number of tenants with cognitive disorder:	<u>3</u>
Total Population of Program at time of on-site	<u>12</u>
TOTAL census of Assisted Living Program	<u>81</u>

Program History – The program received regulatory insufficiencies in the area of Life Safety during this certification period.

Complaint/Incident Investigation – The Complaint/Incident investigator(s) made the observations detailed in the following areas:

A. Tenant Rights

Complaint/Incident Allegation: It was alleged the program did not serve tenants enough food during meals. It was alleged the program did not serve meals that were palatable. It was alleged the program did not offer alternate food items or refused to give an alternate food item when a tenant did not like the meal being offered.

- **Monitoring Observation:** On 3-11-13 at 4:50 p.m., the monitor arrived at the program and immediately went to the kitchen to observe supper meal service. The meal was already prepared and was being held in a steam table or on trays in a warmer. During interview, the program Chef reported the program's suppers consisted of a main item and an alternate item. On 3-11-13 the program offered chicken tortellini soup and grilled ham and cheese sandwiches (alternate- tomato rice soup and warm meatloaf sandwiches), tomato slices, assorted desserts, milk, water and coffee for supper. The supper meal was served restaurant style.

The monitor observed staff members take orders from tenants seated in the general population dining room. Each tenant was verbally told of each item offered and asked if they would like a full order or half order of each item. A full order consisted of an eight ounce bowl of each soup and one full sandwich, made with two slices of bread.

During meal service in the general population dining room, the monitor noted tenant plates and bowls were mostly empty at the end of the meal.

During interview, the program Chef reported grilled ham and cheese sandwiches and vegetable beef soup, tomato slices and assorted desserts had been sent to the memory care unit in steam table pans and served by staff members in the unit.

While observing the kitchen area, the monitor noted memory care staff called the kitchen to request a meatloaf sandwich for one tenant who did not like the ham and cheese sandwich. The Chef immediately prepared the meatloaf sandwich and sent it to the memory care unit. The monitor later noted the tenant plates and bowls in the memory care unit were mostly empty at the end of the meal.

At the end of the supper meal service, the program had extra food prepared that had not been served in both the memory care unit and the main kitchen which was available should a tenant request additional items. Following meal service, the monitor tasted each item served at the supper meal. Each item had an appropriate texture and was palatable to the monitor.

On 3-12-13 at 7:30 a.m. the monitor returned to the program and immediately observed service of the breakfast meal. The meal was served in a made to order restaurant style. The menu of offered items was placed on each table. The menu included items as follows: eggs (any style), omelets (create your own), fried egg and cheese sandwiches, bacon, sausage, ham, pancakes, French toast, waffles (plain or with fruit topping), toast (wheat, white or raisin), assorted cold cereals, oatmeal, assorted fruit juices, milk and coffee. Staff members took orders from tenants in the dining room, gave the individual orders to the kitchen staff and each meal was cooked to order.

The monitor noted tenant plates were mostly empty at the end of the meal in the general population unit.

The memory care unit tenants were served breakfast items as follows: French toast, bacon, sausage, bananas, assorted juices, milk and coffee. Each tenant was served a full piece of French toast, one slice of bacon, one sausage link, one whole banana and drinks of choice. At the end of the breakfast meal service, the program had extra food prepared that had not been served in the memory care unit which was available should a tenant request additional items.

On 3-12-12 at 10:30 a.m. the program held a "town-hall" meeting with 32 tenants in attendance. The program Chef attended the meeting and discussed dietary issues with the tenants. One tenant requested an alternate vegetable be offered when broccoli, cauliflower or cabbage was served. As broccoli was on the menu at the lunch meal, the Chef immediately went to the kitchen and heated up canned peas as an alternative vegetable for the lunch menu.

On 3-12-12 at 11:00 a.m. the monitor observed service of the lunch meal. During interview, the program Chef reported the program offers a chef's special each day (meat and potato or casserole), vegetable and dessert. The program also offered alternative items to be ordered restaurant style.

The menu of alternative offered items was placed on each table. The menu included items as follows: hamburger, cheeseburger, bacon cheeseburger, patty melt, Rueben sandwiches, chicken salad sandwiches, bacon lettuce and tomato sandwiches, grilled cheese, grilled ham and cheese, hamburger steak, ham steak, grilled chicken breast, grilled fish, baked potato, potato chips, mashed potatoes, sweet potato, cup of soup, dinner roll, coleslaw, pudding, tossed salad, cottage cheese and peaches, coffee (regular and decaffeinated), hot cocoa, milk, tea (hot or iced), lemonade and water.

The program offered a special (tenderized steak and baked potato), broccoli, peas, chicken-noodle soup, dinner rolls with butter and pumpkin cheesecake. Staff members took orders from tenants in the dining room, gave the individual orders to the kitchen staff and each meal was either cooked to order and immediately served or plated from the steam table and immediately served.

The monitor noted tenant plates were mostly empty at the end of the meal in the general population unit.

The memory care unit tenants were served lunch items as follows: tenderized steak, mashed potatoes, broccoli dinner rolls with butter and pumpkin cheesecake. Each tenant was served a full four ounce serving of steak.

At the end of the lunch meal service, the program had extra food prepared that had not been served in the general population kitchen and the memory care unit which was available should a tenant request additional items. Following meal service, the monitor tasted each item served from the steam table at the lunch meal. Each item had an appropriate texture and was palatable to the monitor.

The monitor reviewed the menus of meals actually served to program tenants for January, February and March 2013. The menus consisted of foods designed to meet the dietary requirements as required by regulation.

The monitor interviewed 15 tenants (Tenants #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14 and #15) individually. Tenants #1, #2, #3, #4, #6, #7, #8, #9, #10, #13, #14 and #15 reported meals served by the program were palatable, reported food was served in appropriate quantities and reported the program offered alternatives in a satisfactory manner.

Tenant #1 reported he/she was "not a big meat eater" so appreciated the variety of items offered at lunch time and soups at dinner time.

Tenant #5 reported the program did not have enough servings of the special each lunch time so all who wanted it could have the special. Tenant #5 reported this happened only a few times and had not occurred in the previous six weeks. Tenant #5 reported generally receives food in a satisfying quantity and reported the food tasted good.

Tenant #7 reported he/she had a doctor's appointment the previous day and needed to leave before the usual lunch time. The program staff members allowed him/her to eat early, accommodating the physician's appointment time. Tenant #7 expressed gratitude at the program's flexibility.

Tenant #11 reported he/she could not eat certain food items either due to dislikes or health issues. Tenant #11 reported the program does not always offer a substitute for potatoes or other vegetables but at lunch does offer salads to replace these items. Tenant #11 reported generally receives food in a satisfying quantity and believed the food to be adequate in taste but would have preferred food items be cooked with salt and more seasoned.

Tenant #15 reported he/she required a gluten-free diet. Tenant #15 reported the program accommodated his/her dietary requirements adequately and appreciated the accommodation.

The monitor reviewed the program's Weight Flow Sheets for the previous six months for all tenants residing in the memory care unit and the general population area of the program, noting no weight loss issues.

The program offered palatable food in quantities satisfying to most tenants. The program offered multiple choices for alternatives when a tenant not like an item or have an inability to eat a certain food. The program adequately addressed food issues resulting from tenant medical diagnoses. The program acted in a prompt and reasonable manner to tenant requests. Program tenants expressed general satisfaction with the meals served by the program. Program tenants had not experienced weight loss associated with lack of food intake.

- Regulatory Insufficiency: None noted.

B. Food Service

Complaint/Incident Allegation: It was alleged the program did not serve tenants foods that were hot enough.

- Monitoring Observation: The monitor reviewed food temperature logs for the months of January, February and March 2013. Breakfast was served by the program in a cook to order restaurant style service so food temperatures were not taken and documented. All foods served for the lunch and supper meals were monitored by the dietary staff members on a daily basis. The monitor found all food temperatures exceeded the regulated 145 degrees prior to tenant service. The monitor observed meal service during the supper meal on 3-11-13. All hot foods were held in a steam table and served directly from the steam table onto individual plates and bowls which were immediately handed to dietary staff and immediately delivered to tenants for consumption. Dietary staff monitored the food temperatures of each food item prior to serving the food to tenants. All food item temperatures exceeded 145 degrees as required by Iowa Code Chapter 137F prior to serving.

The monitor observed meal service during the lunch meal on 3-12-13. All hot foods were held in a steam table and served directly from the steam table onto individual plates and bowls which were immediately handed to dietary staff and immediately delivered to tenants for consumption.

Dietary staff monitored the food temperatures of each food item prior to serving the food to tenants. All food item temperatures exceeded 145 degrees as required by Iowa Code Chapter 137F prior to serving. The monitor had dietary staff recheck the food temperatures following service of the last tenant. All food item temperatures continued to exceed 145 degrees when rechecked. .

The monitor interviewed 15 tenants (Tenants #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14 and #15) individually. Tenants #1, #2, #3, #4, #6, #7, #8, #9, #10, #12, #13, #14 and #15 reported the foods cooked and served by the program are generally hot and each expressed no concerns related to food temperatures.

Tenant #5 reported occasionally the pancakes were not hot enough when brought to the table.

Tenant #11 reported he/she prefers soups hotter than served by the program. Tenant #11 reported his/her family member brought this to the program administrator's attention and now program staff heat up the soup served to Tenant #11 to a higher temperature in the microwave prior to serving. Tenant #11 reported no further concerns with food temperatures had occurred after the concern was taken to administration.

- Regulatory Insufficiency: None noted.