

TERRY E. BRANSTAD
GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

KIM REYNOLDS
LT. GOVERNOR

July 11, 2013

Ms. Karen Bentsen, Executive Director
Heritage House Assisted Living
1200 Brookridge Circle
Atlantic, IA 50022

**RE: Final Recertification Monitoring Evaluation Report – Heritage House
Assisted Living, Atlantic, IA**

Dear Ms. Bentsen:

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 **S0055** with effective dates of **July 15, 2013** through **July 14, 2015**.

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:

Karen Bentsen, Executive Director
Heritage House Assisted Living
1200 Brookridge Circle
Atlantic, IA 50022

Date of Monitoring Visit:

June 25th and 26th, 2013

Monitor(s):

Lori Miner, RN BSN

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:	61
Number of tenants with cognitive disorder:	0
Total Population of Program at time of on-site	61
TOTAL census of Assisted Living Program	61

Tenant/Family Satisfaction Results – A meeting was held with 29 tenants. The best thing about the program was the food, the caring staff, the friendships and the independence. Housekeeping was completed to the tenants' satisfaction in apartments and common areas. The building and grounds was kept neat and clean. A few tenants would like to have a swimming pool and hot tub. A call button was used to request assistance. Staff members were reported to respond in less than five minutes. Staff was described as being very good, and treated the tenants kindly and with respect. The food was mostly good with the hot foods hot. Sometimes the vegetables were overcooked or undercooked. There were enough activities offered, but there was a request for older movies. The tenants reported feeling safe at the program, being generally satisfied, and recommending the program 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. Transportation

Monitoring Observation: The program was asked to provide copies of driver's licenses for those staff members who drive program vehicles to transport tenants. The program provided licenses for Staff #1 Activity Assistant and Staff #2 Medication Manager. Staff #1 had a chauffeur's license, Class D with endorsement 3. Staff #2 had a Class C non-commercial license.

The State of Iowa requires persons to have a Class D (Chauffeur's) driver's license with endorsement 3, when transporting less than 16 persons for wages, compensation or hire.

Staff #2 was transporting tenants as part of her employment with the program. Staff #2 did not have the appropriate license.

Regulatory Insufficiency: The driver shall have a valid and appropriate Iowa driver's license or commercial driver's license as required by law for the vehicle being utilized for transport. If the driver is licensed in another state, the license shall be valid and appropriate for the vehicle being utilized for transport. The driver shall meet any state or federal requirements for licensure or certification for the vehicle operated.
(IAC r. 481-69.33(6))



July 10, 2013

Iowa Department of Inspections and Appeals
Jim Berkley, Program Coordinator
Adult Services Bureau
Lucas State Office Building
321 East 12th Street
Des Moines, IA 50319-0083

RE: Recertification Plan of Correction for Heritage House, 1200 Brookridge Circle Atlantic, Iowa on June 25th and 26th, 2013.

Submission of this response and Plan of Correction is NOT a legal admission that a deficiency exists or, that this Statement of Deficiencies was correctly cited, and is also NOT to be construed as an admission against interest by the residence, or any employees, agents, or other individuals who drafted or may be discussed in the response or Plan of Correction. In addition, preparation and submission of this Plan of Correction does NOT constitute an admission or agreement of any kind by the facility of the truth of any facts alleged or the correctness of any conclusions set forth in this allegation by the survey agency.

Regulatory Insufficiency: The driver shall have a valid and appropriate Iowa driver's license or commercial driver's license as required by law for the vehicle being utilized for transport

Plan of Correction

1. Corrective Action: On June 26, 2013 Wellness and Lifestyle staff were re-educated regarding requirements for Chauffeur's license or CDL for transporting 15 or fewer persons (including driver). A list of qualified drivers was compiled. Heritage House currently has 7 staff with Chauffeur or CDL license.
2. Lifestyle coordinator will keep a list of staff with Chauffeur's license, including expiration dates, as alternative drivers in his/her absence. Business office manager will keep copies of CDL/Chauffeur's license.

1200 Brookridge Circle Atlantic, IA 50022) 712.243.1850

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