

TERRY E. BRANSTAD
GOVERNOR

KIM REYNOLDS
LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

November 6, 2013

Ms. Jeanine Chartier, Administrator
Char-Mac of Holstein/The Ridge
1500 South Kiel Street
Holstein, IA 51025

**RE: Final Recertification Monitoring Evaluation Report – Char-Mac of
Holstein/The Ridge, Holstein, IA**

Dear Ms. Chartier:

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. **No Regulatory Insufficiencies were found during this evaluation.**

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 **S0222** with effective dates of **November 22, 2013** through **November 21, 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:

Jeanine Chartier, Administrator
Char-Mac of Holstein/The Ridge
1500 South Kiel Street
Holstein, IA 51025

Date of Monitoring Visit:

August 21, 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:	<u>41</u>
Number of tenants with cognitive disorder:	<u>2</u>
Total Population of Program at time of on-site	<u>43</u>
TOTAL census of Assisted Living Program	<u>43</u>

Tenant/Family Satisfaction Results – A meeting was held with 18 tenants. The best thing about the program was the family atmosphere, the cleanliness of the program, the good staff, the food, and that the burden to family members was eased knowing that a loved one was in a good place. Housekeeping was completed to the tenants' satisfaction in apartments and common areas. Tenants used a call button to request assistance and staff members were reported to respond in less than five minutes. Tenants received good to excellent care and tenants were treated kindly and with respect. The tenants indicated staff members knew what serviced to provide and were trained to provide those services. The food was good with a variety of foods served. Desserts were described as very good. Hot foods were served hot, and cold foods were appropriately cold. Activities were provided, but sometimes tenants chose not to participate in activities which made some games difficult to play. The tenants reported feeling safe at the program and 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. There were no regulatory insufficiencies noted during this onsite investigation.