

TERRY E. BRANSTAD
GOVERNORKIM REYNOLDS
LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

October 28, 2014

Complaint/Incident Intake #: 49103-CMs. Pam Elbert, Manager
Edencrest at Riverwoods Assisted Living
2210 East Park Avenue
Des Moines, IA 50320**RE: Final Initial Certification Monitoring Evaluation & Complaint/Incident Investigation Report, Edencrest at Riverwoods AL, Des Moines, IA**

Dear Ms. Elbert:

Enclosed is the **Final Initial Certification Monitoring Evaluation & Complaint/Incident Investigation 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 on-site evaluation demonstrates regulatory compliance by the Program, and the Program's certification will continue for a period of two years, without interruption, from the original date of certification.

Enclosed you will find the Assisted Living Program Certificate **S0339** with effective dates of **May 19, 2014** through **May 18, 2016**. This certificate is to be posted in the building for public viewing.

If you have any questions regarding this certification, please contact me at 515/281-7039 or **Rose.Boccella@dia.iowa.gov**

Sincerely,

*Rose Boccella*Rose Boccella
Program Coordinator
Adult Services Bureau

Enclosure

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

Assisted Living Program:

Complaint/Incident Intake #: 49103-C

Pam Elbert, Manager
Edencrest at Riverwoods AL
2210 East Park Avenue
Des Moines, IA 50320

Date of Complaint/Incident Investigation:

October 14, 2014

Monitor(s):

Wendy E. Kuhse, RN, BS

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>6</u>
Number of tenants with cognitive disorder:	<u>0</u>
Total Population of Program at time of on-site	<u>6</u>
Dementia-Specific Program by Dedication	
Number of tenants without cognitive disorder:	<u>0</u>
Number of tenants with cognitive disorder:	<u>1</u>
Total Population of Program at time of on-site	<u>1</u>
TOTAL census of Assisted Living Program	<u>7</u>

Tenant/Family Satisfaction Results – A community meeting was held with 5 tenants. Housekeeping services were completed to their satisfaction and the buildings and grounds were safe, clean and sanitary. Nursing services were available when needed and staff generally responded in 3 to 5 minutes. Tenants reported they received the services expected when they signed the occupancy agreement. The tenants stated the care they received was excellent and they liked the staff working at the program. They stated the food was generally good and the amounts served were adequate. Personal preferences about food were discussed but in general tenants stated staff were doing the best they could. Staff served them appropriately and there was a wide variety of foods served and choices were always available. Tenants stated there were enough activities to keep them busy and some enjoyed being active in their own apartments. The tenants stated they felt safe and made their own decisions. They were satisfied with the program and would recommend it to others.

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

A. Staffing

Complaint/Incident Allegation: It was alleged a tenant eloped from the program and staff were not trained. Staff reported the incident to the Department of Inspections and Appeals within 24 hours of the incident. It was determined at that time that staff responded to the door alarms in the proper time frame and program policies were followed.

Monitoring Observation: Tenant #1, an 87 year old, was admitted to the program on 06-28-2014. Tenant #1 had diagnoses of: Alzheimer's, Diverticulitis, Hypertension (HTN), Hypothyroid, Osteoporosis, Pneumonia, Urinary Tract Infection, Gastro Esophageal Reflux Disease, Anxiety and Depression. Tenant #1 scored 5 on the Global Deterioration Scale (GDS) which indicated moderate cognitive decline. Tenant #1 resided in the memory care unit of the program.

During the survey Tenant #1 was observed to be in the general population area of the program accompanied by staff at all times.

Tenant #2, an 86 year old, was admitted to the program on 06-02-14. Tenant #2 had diagnoses of: Dementia, Coronary Artery Disease, Osteopenia, HTN, Dyslipidemia, Eczema and Urge Incontinence. Tenant #2 was scored at a 5 on the GDS which indicated moderate cognitive decline. Tenant #2 had resided in the memory care unit of the program. Tenant #2 was discharged from the program on 08-04-2014.

According to documentation in the program's nurse's notes dated 06-15-14, Tenant #2 had exited the building and was escorted back inside by staff. Staff attempted to assess Tenant #2, who was not cooperative, and was then transferred to the hospital for an evaluation. Tenant #2 returned with new orders for an antibiotic for an abscessed tooth.

During an interview on 10-14-14, Senior Housing Nurse Manager stated Tenant #2 had leaned on the door in the memory care unit, the alarm sounded and Tenant #2 was able to exit the unit. Tenant #2 also exited a door from the general population of the program, again causing the alarm to be activated and staff responded immediately. Following the incident, staff implemented 15 minute checks, evaluation of medications and more one on one activity for Tenant #2.

- Regulatory Insufficiency: None Noted.