

Residential Care or Assisted Living

The Role & Responsibilities of Assisted Living Administrators

Presented by:

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Licensing and Certification Program

- Division of Medicaid
- Idaho Department of Health and Welfare

Mission:

To ensure the residents of Idaho's RALFs receive quality care in a safe, humane, home-like living environment where their rights are protected.

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Licensing and Certification Program Assisted Living Staff

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- ❖ Donna Henscheid - Surveyor
- ❖ Gloria Keathley - Surveyor
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- ❖ Rae Jean McPhillips - Surveyor
- ❖ Polly Watt-Geier - Surveyor

Administrator

- Definition:

Administrator – An individual properly licensed by the Bureau of Occupational Licensing, who is responsible for day to day operation of a residential care or assisted living facility

Requirements for a Facility Administrator

- Must assure that policies and procedures are implemented to assure:
 - All residents are free from abuse.
 - All residents are free from exploitation
 - All residents are free from inadequate care.
 - All residents are free from neglect.

Requirements for a Facility Administrator

- Each facility must be organized under 1 licensed administrator or have variance
- Responsible for assuring the rules are implemented
- Must be on site sufficiently to provide for safe and adequate resident care
- Must be available on-site within 2 hours

Requirements for a Facility Administrator

- Administrator's relatives or employees cannot act as or seek to become a legal guardian of or POA for any resident
- Must assure that no resident is knowingly admitted or retained who requires care defined in subsection 152.05.b
- Must assure that a non-resident on the sexual offender registry is not allowed to live or work in the facility

Requirements for a Facility Administrator

- Must assure that adult protection and law enforcement are notified in accordance with Section 39-5303, Idaho Code
- Must assure the facility procedures for investigation of incidents, accidents, and allegations of abuse, neglect, or exploitation are implemented to assure resident safety
- Must assure notification to the Licensing and Survey Agency of reportable incidents

Requirements for a Facility Administrator

- The administrator or his designee must be reachable and available at all times
 - Administrator Designee: A person designated in writing to act in the absence of the administrator and who is knowledgeable of facility operations, the residents and their needs, emergency procedures, the location and operation of emergency equipment, and how the administrator can be reached in the event of an emergency

Requirements for a Facility Administrator

- The facility may not operate more than 30 days without a licensed administrator
- Assure that no personnel providing hands-on care or supervision services will be under 18 years of age unless they have completed a certified nursing assistant certification course

Supervision

- A critical watching and directing activity which provides protection, guidance, knowledge of the resident's general whereabouts and assistance with activities of daily living. The administrator is responsible for providing appropriate supervision based on each resident's Negotiated Service Agreement (NSA) or other requirements.

Supervision = Leadership

- “Leadership can be defined as the ability to achieve desired results – to get the work done – through the cooperation of others, because of their trust, confidence, loyalty and respect. It includes training them, giving them direction, correcting them when they make mistakes, and reinforcing them when they do a job well.”

Supervision = Leadership

- Set an example and be a role model for employees.
- Have effective listening skills. Communication is extremely important.
- Know what is going on and be able to sort out problems your team is facing.

Lack of Supervision

- Problems:
 - No real administrator involvement, everything gets delegated.
 - Poor organizational communication.
 - Lack of a clear chain of command for staff to follow.
 - Residents or families are not truly involved in the development of the NSA or only in a token manner.

Lack of Effective Leadership

- Outcomes:
 - Staff are not monitored or held accountable
 - Staff are not sure who to report “what” to or become complacent
 - A change in a resident’s condition
 - Residents care needs are not met
 - Medications
 - Not appropriately assisted with ADLS or meals

Lack of Effective Leadership

- Outcomes:
 - Lack of coordination with outside services
 - Residents, families and staff have a lack of confidence that issues will be dealt with
 - Facility environment is neglected

Most common problems identified on survey

- Lack of supervision
- Meeting resident care needs
- Residents' rights
- Nursing/Medications
- Negotiated Service Agreements & Behavior Management Plans
- Coordination of services
- Environment
- Kitchen
- Staff training/delegation

Negotiated Service Agreement

- An agreement between the resident and the facility and explains the services the facility will provide.
- It provides instruction to staff and coordination of care to meet the residents' need.
- Must clearly identify the resident

Negotiated Service Agreement

- A living document
 - it must be current - reflect the residents' needs
 - be updated annually and as the residents' needs change
- Must be signed by the resident (or guardian) and the administrator
- Includes behavior symptoms/BMP as needed
- Facility staff must be familiar with NSAs, how to use them

Negotiated Service Agreement

■ Problems:

- Residents' needs are not being met
- Not completed or it is not being followed
- Does not reflect resident needs/not updated
- Residents' behaviors not addressed
- Not signed by required parties
- Staff are not familiar with the NSAs

“THE” survey

- Different types of surveys
 - Initial
 - Standard
 - Complaint investigation
 - Follow-up
- The survey process
 - A review of the facility to determine compliance with state statutes and rules.
 - health care
 - fire life safety
 - Idaho Food Code

Example: Standard Survey

- Entrance Conference
- Tour
- Observation
- Kitchen Inspection
- Resident Record Review
- Interviews
- Record review
- Exit Conference

Entrance Conference

- Introductions
- Explanation of survey process
- Paper work required for survey
- Answer questions

Tour

- Walk through building and:
 - Visit and inspect residents' room
 - Is the room clean
 - Does it have an odor
 - Is the environment safe
 - Trip hazards
 - Extension cords
 - Does the resident appear neat and clean

Tour

- Look at common use area
 - Clean and in good repair
 - Carpets
 - Furniture
 - Odor free
 - Safety
 - Laundry room
 - Dining area
 - “Speeders”
 - Lighting
 - Call systems

Observation (eyes & ears)

- Meals
- Behaviors
- Residents' appearance
- Staff's interactions residents
- Residents' rights
- Staff assisting residents

Interviews

- With residents or family member
 - Are they happy
 - Care needs being met
 - Resident's rights being respected
 - Clarification of surveyors' concerns
- With staff
 - Knowledge of residents' needs
 - Training they have received
 - Clarification of surveyors' concerns

Kitchen Inspections

- Cleanliness
 - Cooking and service areas
 - Staff
 - equipment
- Food temperatures
 - Cool
 - Hot
 - Cooling
- Pantry
- Knowledge of foodborne illness

Record Review

- Resident Records:
 - Assessments: RN, UAI
 - Interim plan of care, NSA
 - admission agreement
 - Administrator/RN/staff/outside services care notes, incident reports
 - medication assistance, MD orders

Record Review

- Staff records:
 - criminal history background
 - First Aid, CPR
 - training (orientation, specialized training, continuing education)
 - medication assistance certification
 - nurse delegation

What is a Core?

- A core deficiency can be a collection of deficiencies that together indicate there is a system failure. It can also be one serious instance of non-compliance.
 - Abuse
 - Neglect
 - Exploitation
 - Inadequate care
 - Operated more than 30 days without a licensed administrator
 - Inoperable fire detection or extinguishing system with no fire watch in place
 - Surveyors denied access to records, residents or facility

What is a non-core item

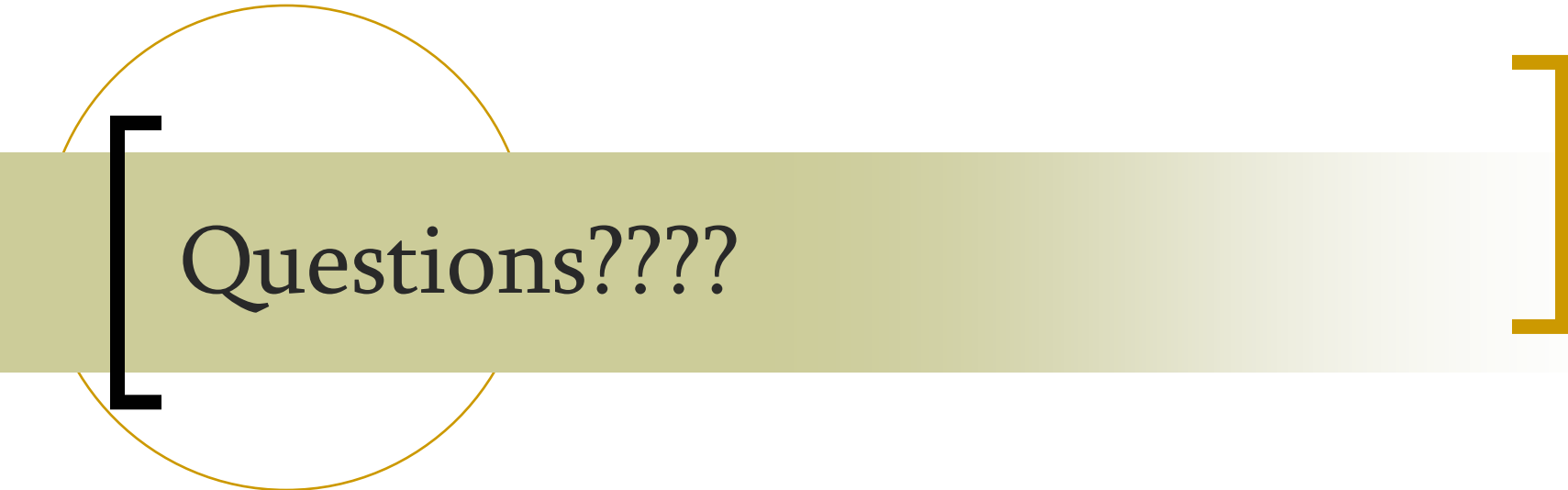
- Issues that do not rise to the level of a core or do not meet the definition of a core
- A written report of non-core issues (punch list) will be presented to the administrator at the exit conference

What is Technical Assistance?

- Promotes quality of life and care by adding value to the regulatory process to providers
- May include:
 - Interpretation of licensing requirements
 - Guidance related to resident quality of life
 - Review of providers systems/processes/policies
 - Best practice information
 - Available by phone, Mon-Fri 8:00 AM to 5:00 PM

Closing thoughts

- You are the Director of First Impressions!
- Leadership cannot be delegated!



Questions????

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