



Residential Care & Assisted Living Newsletter

**Congratulations to
these Award Winning
Facilities and Staff!**

July 2014

Gold Awards - No Deficiencies

- **Ashley Manor
Buttercup Trail -
Kimberly**

Administrator: Dionne
Bullock

Food Safety - Importance of Proper Cooling

The Centers for Disease Control and Prevention estimate that 48 million persons get sick each year in the US from food borne illness, 128,000 are hospitalized, and 3,000 die. Many of these people are older adults, or those with weakened immune systems.

Surveyors encounter many violations in the Idaho Food code when conducting kitchen inspections. Improper cooling procedures, a leading cause of foodborne illness, is frequently observed.

Some facilities have the night shift staff prepare meals for the next day. The food is often sealed and placed in the refrigerator without another thought until it is ready to use. When surveyors check temperatures of those prepared meals, the temperatures are often well above 41 degrees Fahrenheit, sometimes 10 or 12 hours later. Many staff generally understand the importance of cooling food, but they do not understand how to cool food properly or the potential negative consequences of serving improperly cooled food to your vulnerable residents.

Silver Awards - Three or fewer Non-Core Deficiencies

- **Karcher Estates -
Nampa**

Administrator: Debbie
Van Meter

- **Glenwood House -
Boise**

Administrator: Erica
Weber

- **B & B Residential
Care - Kooskia**

Administrator: William
Shobe

- **Harmony House II -
Hayden**

Administrator: Jennifer
Christensen

- **Antelope Creek -
Darlington**

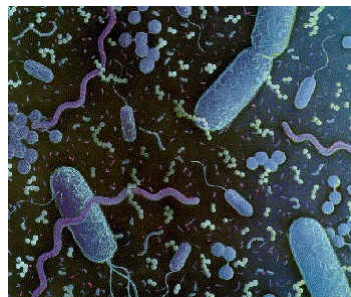
Administrator: Trenna
Bowhay

- **Lakeside -
Winchester**

Administrator: Brian
Bagley

Consider the following:

- When food is cooled too slowly, bacteria grows to dangerous levels
- Many bacteria produce toxins, so even with proper reheating procedures, these toxins can cause illness.



Ensure your staff use a thermometer (properly calibrated) to check that foods are cooled using the following procedure:

- From 135 degrees F to 71 degrees F within 2 hours; then from 71 degrees F to 41 degrees F within 4 hours.
- If food is prepared from ingredients at ambient temperature (tuna fish, mayo, reconstituted foods), then the food should be cooled to 41 degrees F or below within 4 hours.

The most important thing to remember is that all foods should be cooled to 41 degrees F or less as quickly as possible. Placing food immediately into a refrigerator may not be adequate. Doing so may actually raise the temperature inside the refrigerator (because the food item is too hot) and warm up other potentially hazardous foods that have been cooled in the refrigerator.



Importance of Cooling Cont...

It is important to consider the following:

- The amount of the food being cooled
- The density of the food – broth is less dense than gravy
- The container in which the food is being stored – shallow pans versus deep pans

Utilize the following methods to ensure you are safely cooling foods:

- Place food in shallow pans
- Separate food in smaller portions (finely slicing roast beef, precutting meatloaf)
- Place food in an ice bath and stir frequently
- Use ice wands to stir food contents
- Keep foods uncovered/vented while cooling
- Place foods in the refrigerator where there is good circulation in the coldest area of the unit
- Use metal pans to transfer cold to the food, or containers that facilitate the transfer of heat
- Add only half the water when cooking, then after cooking add the other half as ice
- Consider using a time/temperature log to ensure staff are monitoring the cooling process

In summary, properly cooling foods slows down the growth of hazardous bacteria that could be fatal to your residents. Ensure your staff are not taking the “out of sight, out of mind” approach and placing hot foods in the refrigerator without monitoring that the food is cooling within a safe timeframe. Summer is here – so grill up a feast for your residents and enjoy the leftovers in confidence.

Below are some links to learn more information about safe cooling and food handling practices/procedures:

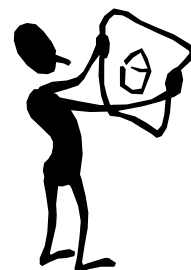
<http://www.fda.gov/Food/FoodbornellnessContaminants/PeopleAtRisk/ucm312705.htm>

<http://www.healthandwelfare.idaho.gov/Health/FoodProtection/IdahoFoodSafetyManual/tabid/764/Default.aspx>

<http://www.dupagehealth.org/food-safety>

Licensing & Certification Staff Update

The Fire Safety & Construction survey team that inspects many facility types, including assisted living facilities, recently had some staff changes. Please welcome Dan Holbrook and Sam Burbank as the new Fire Life Safety Surveyors that work with Mark Grimes. You will be seeing them in your facilities soon.





Area Agency on Aging News...

The Area Agency on Aging has six areas in Idaho. Recently, Area 3, which includes: Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley and Washington counties, went through a change of management and has new contact information for the Adult Protection and the Ombudsman Programs.

The Planning and Service Area (PSA) III Area Agency on Aging's new contact information (where you can reach both Adult Protection and the Ombudsman Programs) is as follows:

Phone: (208) 332-1745

1-844-689-7562

Website: <http://aging.idaho.gov/aaa/PSA%20III.html>



Complaint Response

Part of working with people and providing good customer service is responding to complaints in a timely manner. All residents, families and staff members want to be heard and understood.

Additionally, the Idaho rules for assisted living facilities directs that administrators need to be notified of all complaints and then respond to the complaints within 30 days.

IDAPA 16.03.22.350.02. Administrator or Designee Investigation within Thirty Days. The administrator or designee must complete an investigation and written report of the finding within thirty (30) calendar days for each accident, incident, complaint, or allegation of abuse, neglect or exploitation.

IDAPA 16.03.22.350.04. Written Response to Complaint Within Thirty Days. The person making the complaint must receive a written response from the facility of the action taken to resolve the matter or reason why no action was taken within thirty (30) days of the complaint.

We, as surveyors often cite facilities at both 305.02 and 305.04, as the administrator may not have been notified of the complaints to address them or the administrator did not respond in writing to the complainant with what was, or what was not done to resolve the concern. In addition to the above IDAPA rules, you also need to pay close attention to IDAPA 16.03.22.550.13. This rule is listed under the residents' rights section, which the facilities are obligated to protect.

IDAPA 16.03.22.550.13. Grievances. Each resident must have the right to voice grievances with respect to treatment or care that is (or fails to be) furnished, without discrimination or reprisal for voicing the grievances and the right to prompt efforts by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents.

Facilities need to be mindful that when a concern is voiced, prompt efforts must be made to resolve the concern. There has been some confusion, that concerns do not need to be addressed until the 30 day written response is due. This idea is inaccurate. Keep in mind that once a complaint is received, the facility should not discriminate or make a reprisal against the resident or his/her family, as that would be considered a violation of their residents' rights.

Concerns will arise as you work with people. It is important to do what you can to hear the individual out and respond promptly and professionally, even if you cannot completely resolve the issue. Make sure to listen and respond quickly to de-escalate the concerns of those you care for.



Reportable Incidents vs. Incidents/Accidents

There has been some confusion between what incidents/accidents need to be documented. Many facilities have mentioned that only reportable incidents are required to be documented. This is not a correct assumption. The IDAPA rules defines the following:

- **Accident** = An unexpected, unintended event that can cause a resident injury (see 16.03.22.010.02).
- **Incident** = An event that can cause a resident injury (see 16.03.22.011.09).

Under 16.03.22.711.08.c, the rules state that unusual events such as: incidents, reportable incidents, accidents, altercations need to be documented by the persons providing the care and the facility's response to the unusual event also needs to be documented. The rules also state the administrator needs to be notified of all accidents, incidents and reportable incidents (350.01); the administrator needs to complete an investigation and written report of findings within 30 days for each accident, incident, etc. (350.02); the resident involved must be protected during the course of the investigation (350.03); and the facility must notify Licensing & Certification of reportable incidents within 24 hours (350.07).

Many facilities have been confused about when to document elopements. Some facilities believe that only elopements that meet the definition of a reportable incident at IDAPA 16.03.22.011.10.c, are required to be documented.

Whether or not an elopement meets the definition of a reportable incident, it would always be considered an accident/incident. Therefore, the facility should always document when they occur, investigate what occurred and determine if: a) the facility can continue to meet the residents' needs and b) can the facility make changes that assure the resident will not get out of a secured area again.

In General, any accident/incident (whether reportable or not), require the following:

- ◆ The staff who were involved (observed and/or responded), document: what they observed, what actions were immediately taken and when the administrator and nurse (if applicable) were notified.
- ◆ The administrator needs to contact all necessary agencies to report required items, such as: reportable incidents, allegations of abuse, neglect or exploitation. You can refer to the reporting requirements matrix on our website, which explains who to report to for each type of accident/incident.
- ◆ The administrator needs to investigate the accident/incident and write a report of findings (their investigation) within 30 days from the date of the accident/incident. The administrator's investigation should also include, what corrective actions have been put in place to prevent the accident/incident from recurring.
- ◆ The administrator needs to ensure the resident is protected during the investigation.

If questions arise on whether to document an event that occurs in your facility, remember to review the rules for assisted living and your facility's policies to ensure that all unusual events are documented and followed-up on properly.



Summertime

As the weather continues to warm, make sure to offer your residents fluids throughout the day. Many of your elderly residents lose their thirst response and will not ask for fluids, which can lead to dehydration. Watch for signs of dehydration, such as: fatigue, lethargy, muscle weakness, confusion, sunken eyes, nausea, decreased urine output, irritability, decreased blood pressure and headache. If you suspect one of your residents is dehydrated, make sure they are seen by a physician.

Another concern to be aware of, is that elderly residents are at a greater risk for a heatstroke. Elderly residents ability to regulate their body temperatures decreases, so a person who is 65 years or older is 12 to 13 times more at risk of having a heatstroke.

All of your residents, not just those that are elderly, could be at risk for dehydration and heat strokes. Ensure they all are offered fluids, take breaks from being in the sun and wear appropriate clothing. Also, if your residents are going to be outside in direct sunlight, encourage the use of appropriate sunscreen to reduce the chance of sunburns.

Some sunshine is good for the soul, but I always make sure I wear a big hat.

- Miranda Kerr



CONTACT

INFORMATION:

- Phone:
(208) 364-1962
- Fax:
(208) 364-1888
- Email:
RALF@dhw.idaho.gov
- Web Site:
www.assistedliving.idaho.gov