RALF Program Overview

IHCA-ICAL Winter Workshop
Jamie Simpson, MBA, RCA
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R&V Shelter Home Nampa, ID

The oldest licensed RALF in Idaho
RALFs in Idaho

Total Facilities: 330
Total Licenses: 292

Residential Care or Assisted Living Facility (RALF): A facility or residence…for the purpose of providing necessary supervision, personal assistance, meals and lodging to 3 or more adults.

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.
Who lives in RALFs?

- Elderly: 56%
- Alzheimer/Dementia: 26%
- Developmental Disabilities: 6%
- Mental Illness: 10%
- Physical Disability: 1%
- Traumatic Brain Injury: 1%
RALF Surveyors

Polly Watt-Geier MSW
Karen Anderson RN
Rae Jean McPhillips, RN
Donna Henscheid LSW
Maureen McCann RN
Rachel Corey, RN
Matt Hauser, QMRP
Gloria Keathley LSW
Surveys

1. Health Care Survey
   - Outcome oriented survey process
   - Tour, observations, interviews, resident and staff record reviews, environment, Idaho food code
   - Annually or every 36 months if no core deficiency for 2 consecutive surveys

2. Complaint Investigations: 2 days, 60 days or next visit

3. Follow-Up surveys: 45-90 days after core

4. Initial Surveys: 90 days after 1st admission

5. Fire Life Safety: Annually or every 36 months if no core deficiency for 2 consecutive surveys
Types of Surveys

![Bar chart showing types of surveys across years 2007 to 2009 with categories: Initial, Standard, Follow up, Complaint. Each year has bars for these categories with varying heights indicating the number of surveys.](chart.png)
Average months since last survey
9/08: 21
9/09: 18
Deficiencies

Core Issue deficiency

• abuse; neglect; exploitation; inadequate care; more than 30 days without a licensed administrator; inoperable fire detection or extinguishing systems with no fire watch; surveyors denied access

Non-core issue deficiency

(punch list)

• All other non-compliance with rules that does not rise to level of core issue.
Core Issues 2009

- 520 Inadequate Care (34)
- 215.03 Operating for more than 30 days without a licensed administrator (9)
- 525 Neglect (3)
- 510 Abuse (3)
- 415.06 Fire Watch (1)
Most Frequent Health Survey Citations 2009

305.02  (66)  Current Med Orders
350.02  (44)  Written response to complainant within 30 days
310.01  (42)  Medication distribution system
300.01  (39)  Nurse assessment every 90 days and at change of condition
305.01  (35)  Nurse conduct assessment of resident response to medications and therapies
260.06  (30)  Housekeeping
Most Frequent Citations cont.

320.01 (29)  Develop and implement NSA
300.02 (27)  Nurse available
305.06 (26)  Assessment of resident’s ability to self administer
630.02 (22)  Staff training - mental illness
350.07 (21)  Notification of L&C within 24 hours of reportable incidents
600.06 (21)  1 staff with CPR and FA cert at all times
320     (18)  Interim NSA and NSA signed and dated within 14 days
630.03 (18)  Staff training – developmental disabilities
Quality Improvement Efforts

- Website: QA checklists, FAQs, Survey reports, training modules, best practices, consumer information, links, [www.assistedliving.dhw.idaho.gov](http://www.assistedliving.dhw.idaho.gov)
- Technical Assistance Calls
- Administrator Bootcamp
- Newsletters
Exercise

Who wants to live in assisted living?
Looking Forward

- Growth
- Competition
- Satisfaction
- Retention
Initial Surveys 9/08-8/09

33 New licensures:
• 22 new facilities
• 574 new beds
• 11 New Ownership

By Region
I: 9, 70, 110
II: 8, 16
III: 9, 10
IV: 7, 8, 14, 33
V: 8, 15, 16
VI: 16
VII: 8, 9, 12, 16, 16, 42, 122

Pipeline: 4 Change of Ownership, 3 conversions, 5 additions and 13 new construction for an additional 752 beds (583 in Treasure Valley)
RALF numbers

$2624  Average monthly rate private pay Idaho
$713   Average additional costs (National)
13     RALFs under construction in Idaho
14     % of Surveys W/ Core Issue
38.6   % residents funded by Medicaid
99     Facilities eligible for survey every 3 yrs
72%    Idaho state-wide occupancy
69     % of reported incidents that are falls
RALF licensed beds per 1000 residents

- No AL beds
- <3 AL beds per 1000 residents
- <6 AL beds per 1000 residents
- <9 AL beds per 1000 residents
- <12 AL beds per 1000 residents
- >12 AL beds per 1000 residents
Regional Occupancy Rates
Retention and Satisfaction

• Resident satisfaction surveys
• Discharge planners and other referral sources
• Facility staff
• Complaint follow-up
• Ombudsman
• Contact information for regional/ownership
Reasons for Leaving Assisted Living

- Needed more Care 78%
- Move closer to loved one 14%
- Dissatisfied with care 12%
- Dissatisfied with price 11%
- Other dissatisfaction 11%
- Ran out of money 9%
- Other/unknown reason 9%

Source: Phillips, et al., 2000. Results total more than 100% because respondents could give more than 1 answer.
Where Do Complaints Come From?

- Family: 29%
- Staff: 17%
- Anonymous: 20%
- Ombudsman: 9%
- Resident: 11%
- Friend: 3%
- Other state agency: 11%
Frequency of Complaints

Total # complaints 9/08-8/09: 207
Licenses: 292   Licensed Beds: 7967
Average complaints per facility per year: .71
Average complaints per licensed bed per year: .026

2.6 complaints per year (100 bed facility)
1 complaint every five years (8 bed facility)
What % are Substantiated?

510 Allegations
197 (38%) substantiated
314 (62%) unable to substantiate or unsubstantiated
Awards for Outstanding Surveys

• Gold award: zero deficiencies
• Silver award: 3 or fewer punches
• Standard surveys only
Gold Award Winners

- Cottonwood Shelter Home
- Hettinger Living Center
- Alpine Manor
- Trinity at 1st street
- Park Place Assisted Living
- Regency Columbia Village
- Desano Place Suites
- Desano Place
- Living Springs
- Generations Assisted Living and Wellness Center
Silver Award Winners

- Plantation Place Retirement and Assisted Living
- Emeritus Corporation – Highland Hills
- Huckleberry Retirement Homes #3
- The Country Inn
- Parma Living Center
- Indianhead Estates
- Autumn Haven of Rupert
- Malad Living Center
- Ashley Manor – Cedar
- Basil Celany Living Center
- Caring Hearts Assisted Living
- Discovery Care Center of Salmon
- Willowbrook Assisted Living Center
Summary

- Supervision/medications most common cites
- Growth
- Competition
- Customer Satisfaction and retention
☐ website:  
   www.assistedliving.dhw.idaho.gov
☐ medication reconciliation
☐ resident retention plan
☐ complaint log
☐ customer satisfaction plan
QUESTIONS ???????