

RALF Program Overview

IHCA-ICAL Winter Workshop

Jamie Simpson, MBA, RCA

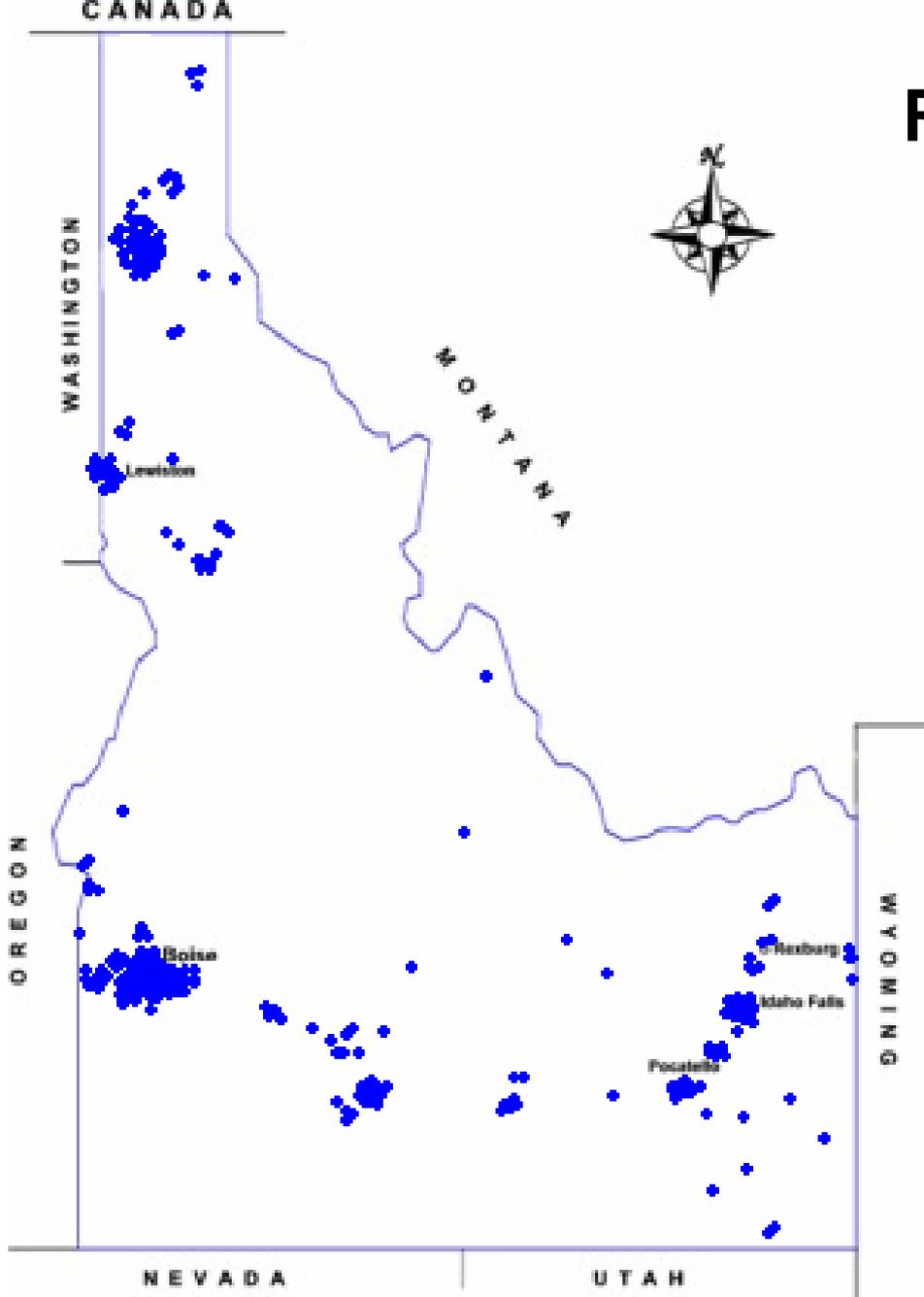
January 19, 2010



R&V Shelter Home Nampa, ID

*The oldest licensed RALF in
Idaho*

RALFs in Idaho



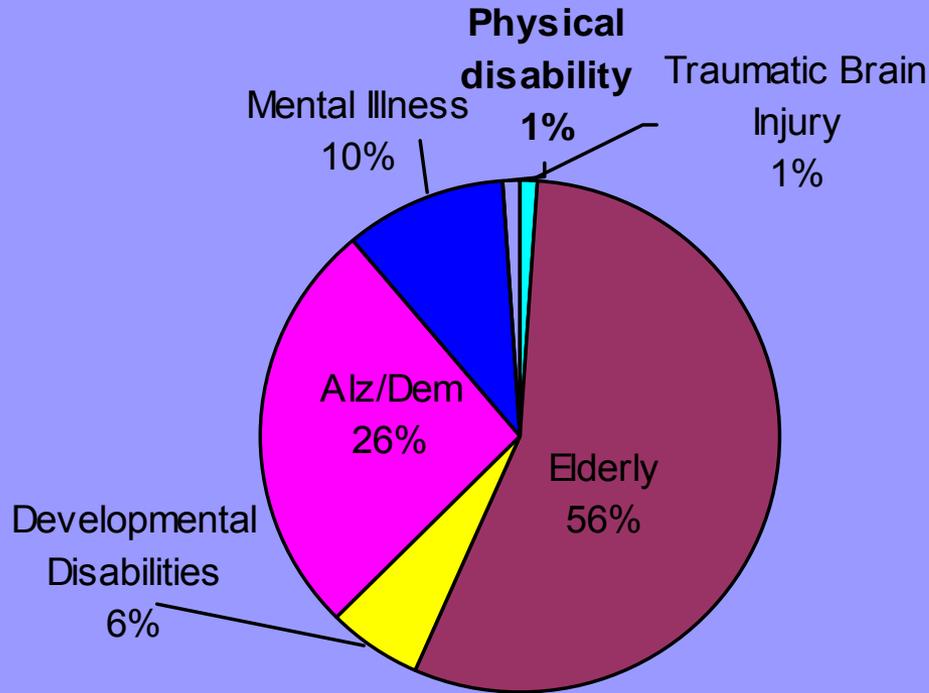
Total Facilities: 330

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?



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

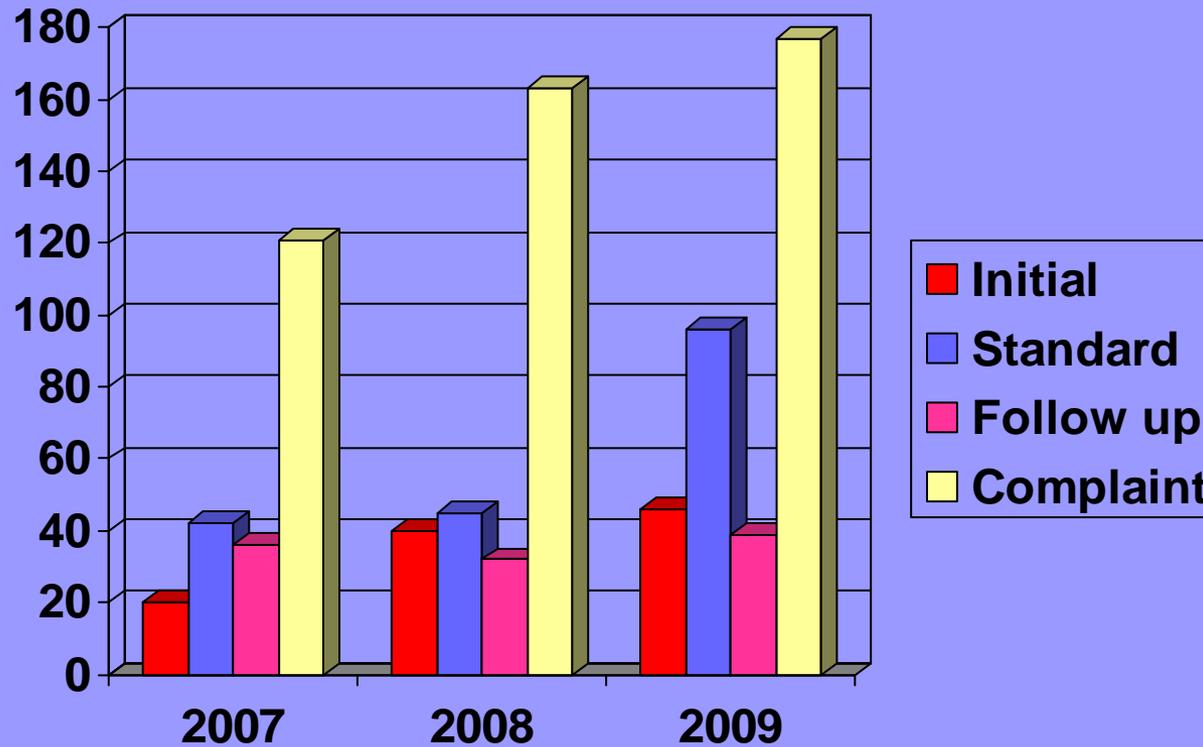
2. Complaint Investigations: 2 days, 60 days or next visit

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

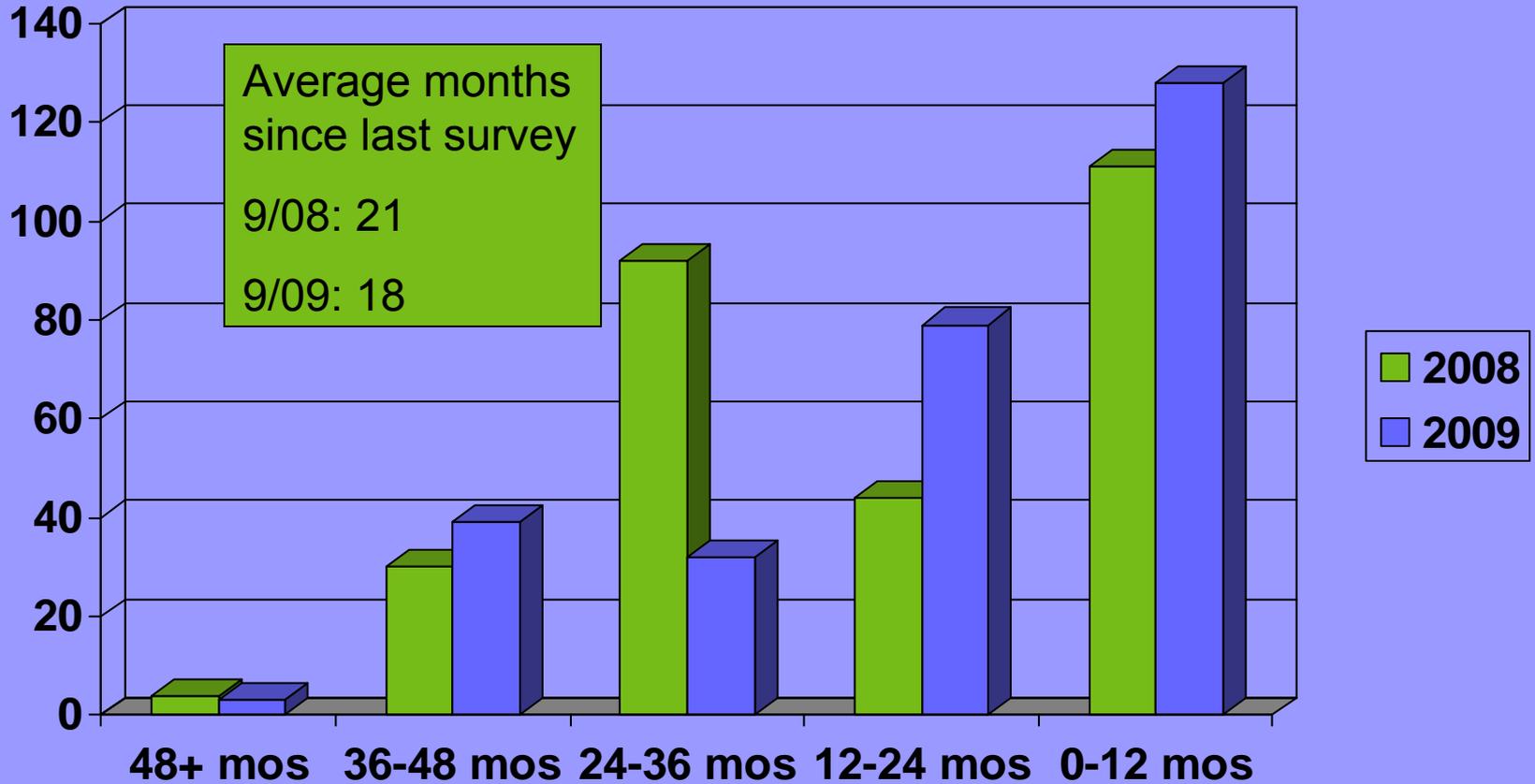
4. Initial Surveys: 90 days after 1st admission

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

Types of Surveys



Months Since Last Survey



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

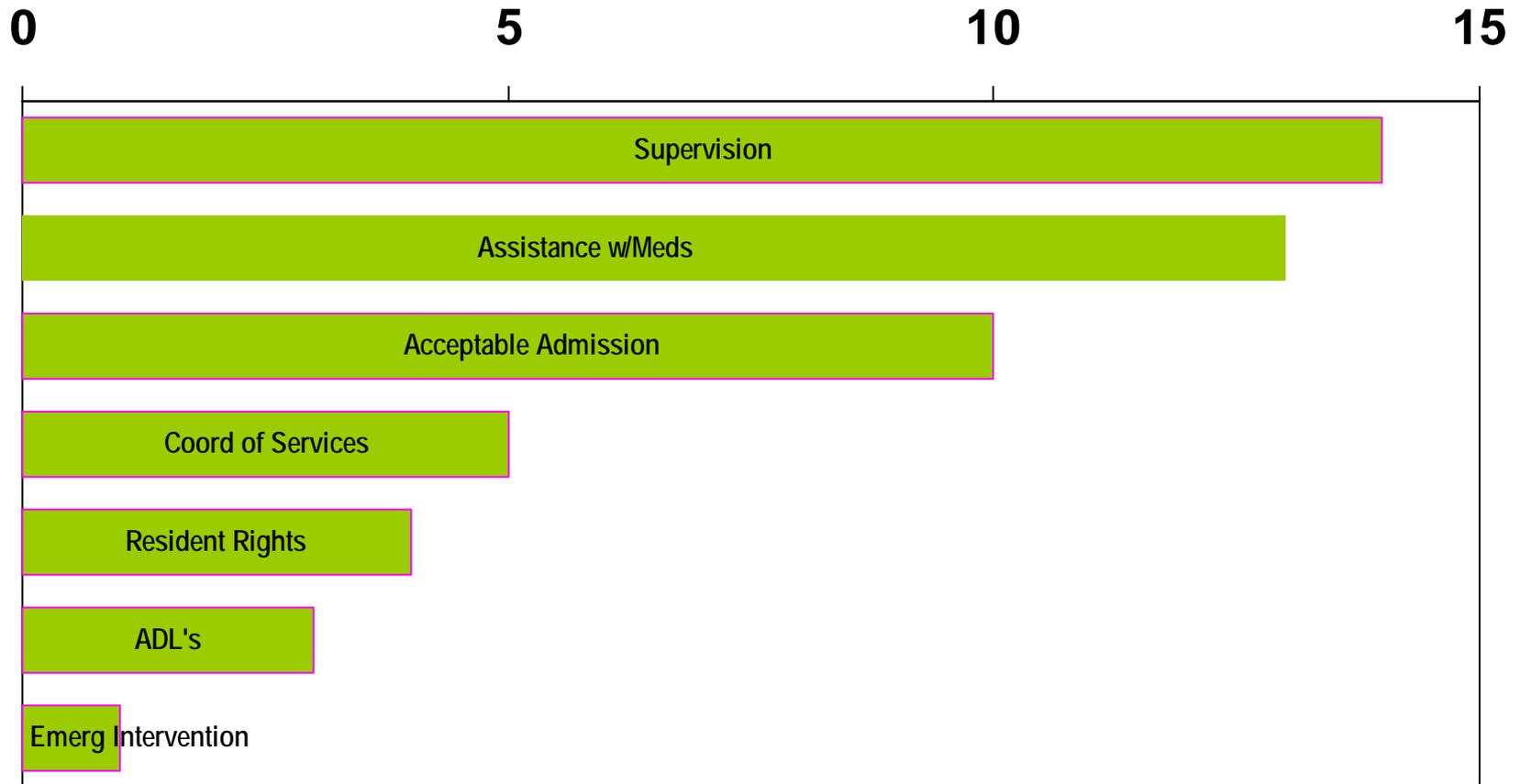
(punch list)

- 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)

Inadequate Care Breakdown



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
- Technical Assistance Calls
- Administrator Bootcamp
- Newsletters



Exercise

Who wants to
live in
assisted
living?



Looking Forward

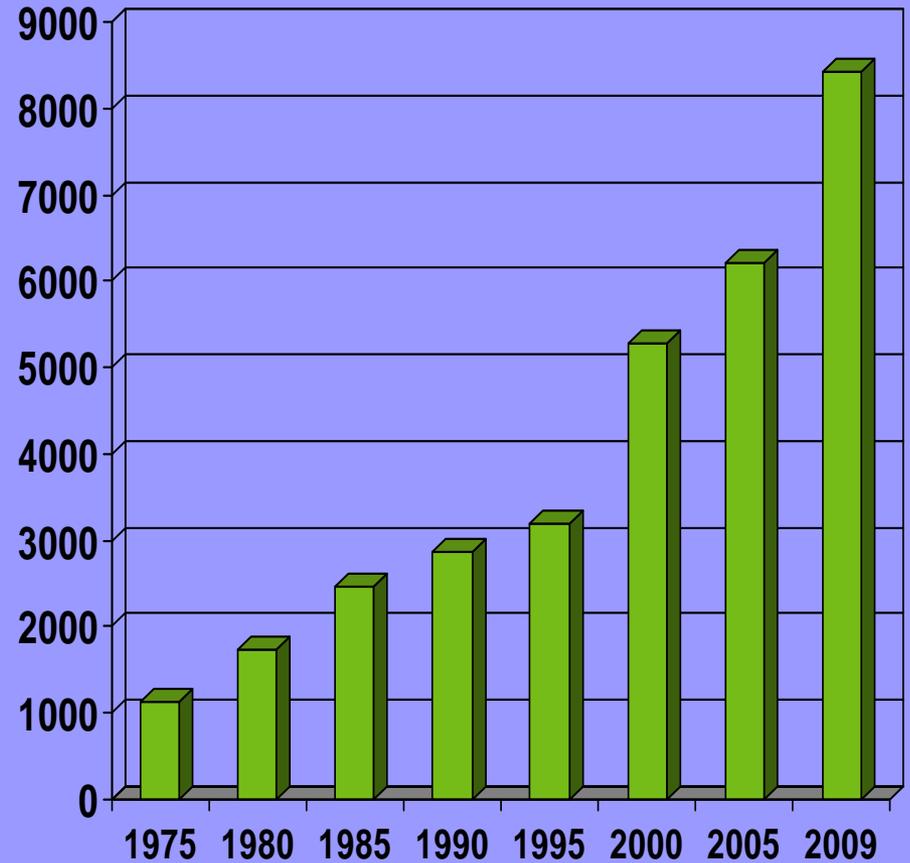
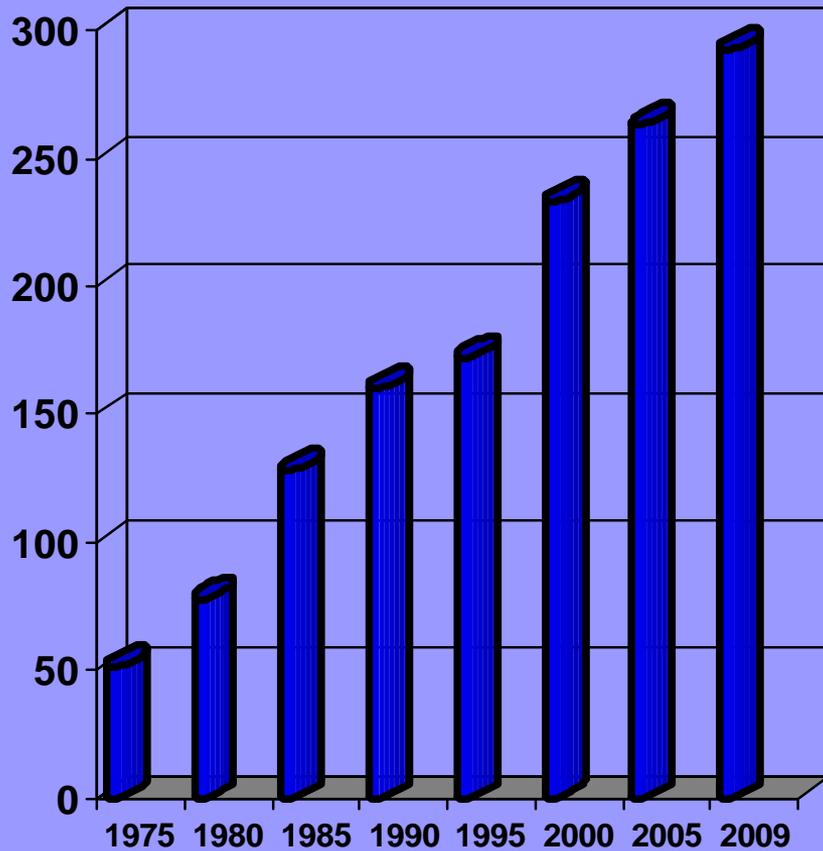


- Growth
- Competition
- Satisfaction
- Retention

Growth of RALFs in Idaho

■ Licenses

■ licensed beds



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

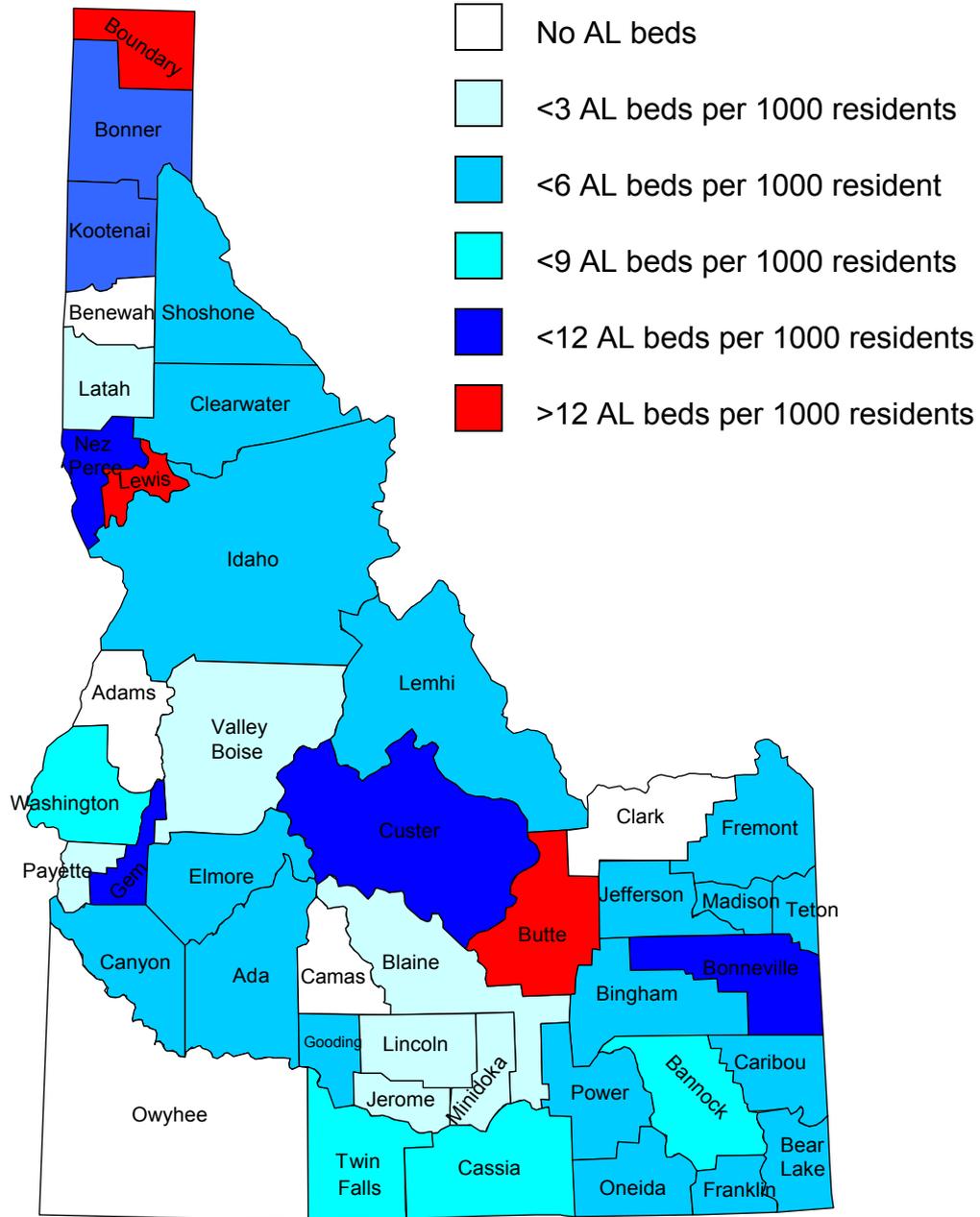


Pipeline: 4 Change of Ownership, 3 conversions, 5 additions and 13 new construction for an additional 752 beds (583 in Treasure Valley)

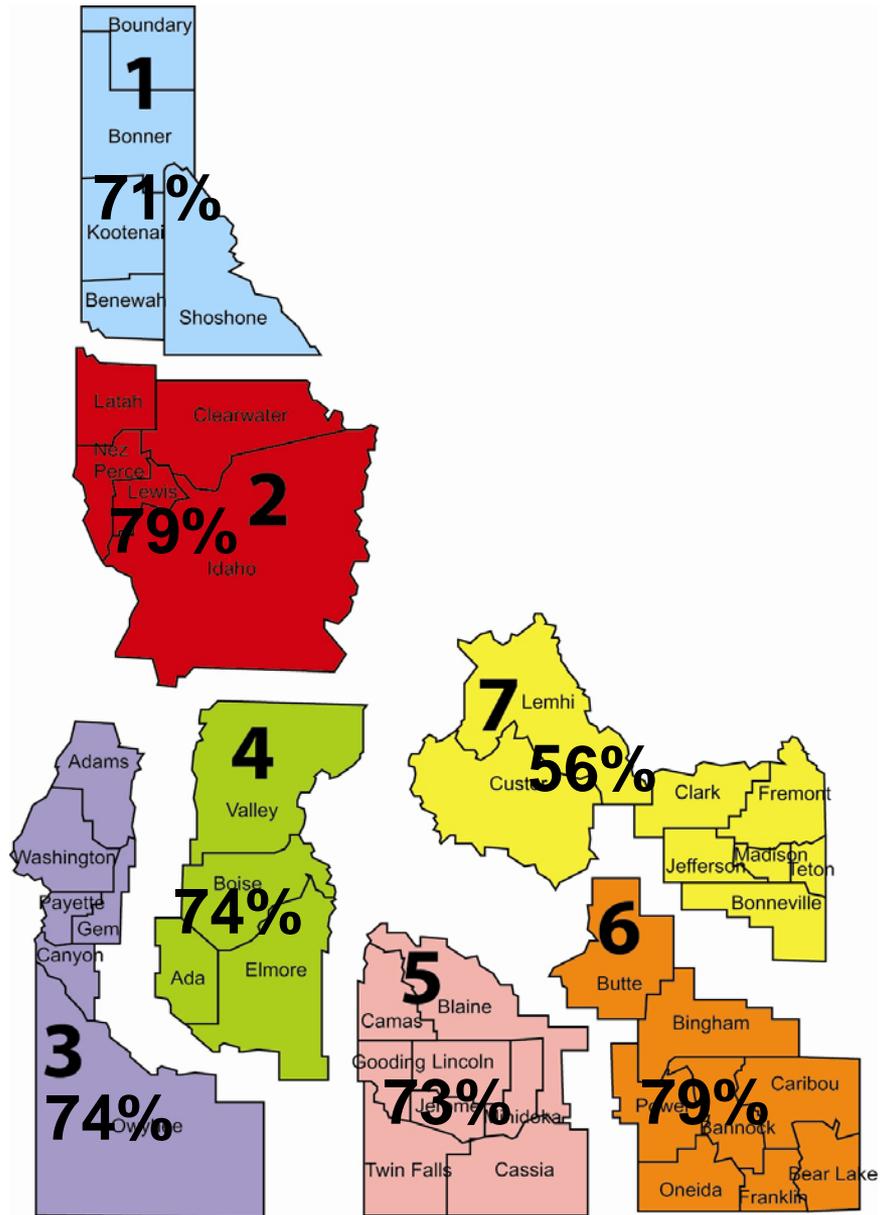
RALF numbers

- \$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



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

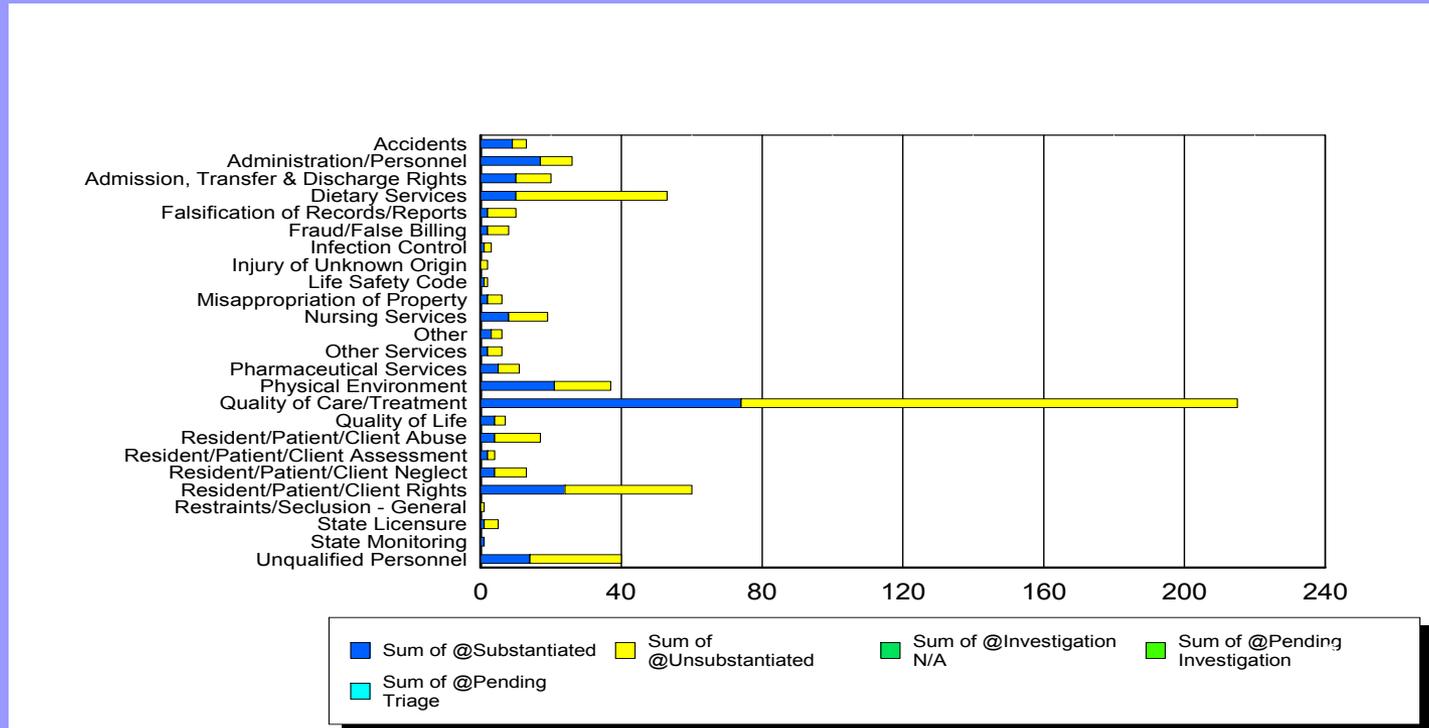
Average complaints per facility per year: .71

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 ???????

