

Residential Assisted Living Facilities

The following is information from the Department of Health and Welfare about surveys conducted related to licensure of residential assisted living facilities.

Surveys Completed

| | 2012 | 2013 | 2014 | 2015 | 2016 |
|-------------------------------|------|------|------|------|------|
| Number of Licensed Beds | 8851 | 9056 | 9276 | 9721 | 9943 |
| Number of Buildings | 348 | 352 | 355 | 360 | 359 |
| Surveys Completed | | | | | |
| Initial Surveys | 14 | 24 | 23 | 12 | 15 |
| Licensure Surveys (Annual) | 76 | 57 | 89 | 38 | 97 |
| Follow-up Surveys | 36 | 22 | 33 | 39 | 33 |
| Complaint Investigations | 170 | 195 | 130 | 152 | 194 |
| Total Surveys Completed | 296 | 303 | 273 | 255 | 341 |
| Number of full-time Surveyors | 8 | 8 | 8 | 7.5 | 12.5 |

Most Common Deficiencies Cited**

| Core Deficiencies | Times Cited | Non-Core (Punch List) Deficiencies | Times Cited |
|--|-------------|---|-------------|
| <u>Inadequate Care:</u> Acceptable Admission/Retention (9) Resident Rights (12) Safe Living Environment (3) Supervision (11) Assistance-Monitoring of Medications (9) Coordination of Outside Services (1) Negotiated Service Agreement (1) | 31 | 305.03 RN assessment of health status | 59 |
| | | 320.01 Negotiated Service Agreement | 50 |
| | | 350.02 Investigate incidents, accidents, allegations and complaints | 50 |
| | | 305.02.b Current medication orders | 43 |
| | | 260.06 Housekeeping and Maintenance | 40 |
| | | 300.01 RN assessments | 40 |
| | | 310.04.e Psychotropic Medication Reviews | 34 |
| No Administrator > 30 days | 3 | 350.04 Written Response to Complainant | 29 |
| Abuse | 10 | 009.06.c State Only Background Checks | 28 |
| Neglect | 5 | | |
| Exploitation | 1 | | |
| Surveyors Denied Access | 1 | | |

** Note: Core deficiencies are defined by statute and involve abuse, neglect, exploitation, inadequate care, and other situations that risk the health and safety of the residents. Non-core or "punch list" deficiencies are violations of the requirements established in statute and administrative rule that don't pose the same risk to health and safety as core deficiencies.

Residential Assisted Living Facilities (continued)

Enforcement

The Department of Health and Welfare is directed by statute to establish a number of enforcement remedies to apply to facilities who do not meet licensing requirements.

Enforcement actions are defined in IDAPA 16.03.22.900.

| Enforcement Action | 2012 | 2013 | 2014 | 2015 | 2016 |
|--------------------------|------|------|------|------|------|
| Provisional License | 13 | 12 | 7 | 9 | 19 |
| Required Consultant | 5 | 4 | 4 | 7 | 14 |
| Civil Monetary Penalties | 18 | 6 | 15 | 13 | 13 |
| Ban on Admissions | 7 | 5 | 1 | 6 | 9 |
| Revocation of License | 4 | 0 | 0 | 2 | 2 |
| Summary Suspension | 1 | 1 | 0 | 0 | 0 |
| Temporary Management | 0 | 0 | 0 | 1 | 1 |

Complaints

The Department of Health and Welfare received 142 complaints regarding assisted living facilities from Jan 1 – Dec 31, 2016. Of 344 allegations investigated, 53% were substantiated.

- 48% of complaints were from anonymous sources
- 22% were from residents or families
- 17% were from other agencies
- 13% were from current or former staff

Feedback on Surveyor Performance

After each survey, facilities are asked to provide the Department feedback on the survey process. For each question, facilities provide a score between 1 (unacceptable) and 5 (Excellent). Fifty-nine comment cards were submitted. Below are the average scores for each question.

| Question | Score |
|--|-------|
| Surveyors were knowledgeable of the IDAPA rules and the survey process | 4.4 |
| Surveyors communicated issues and rules in a clear, understandable manner | 4.3 |
| Surveyors were respectful when explaining issues and listening to facility staff | 4.4 |
| Surveyors took the time to answer questions | 4.5 |
| Survey staff was professional in their actions and appearance | 4.6 |
| Survey staff was helpful and directed us on where we could get additional help | 4.4 |