



# Residential Assisted Living Facility Program Newsletter

December 2019

## Inside This Issue

- 1 Gold Awards
- 1 Silver Awards
- 2 Holiday Décor FAQs
- 3 Records in the Electronic Age
- 5 Questions for Quality Improvement
- 6 A Fond Farewell
- 7 2020 Bootcamp Trainings
- 7 Adding Nurse Information to FLARES
- 9 Upcoming Treasure Valley Events



Facility	Administrator	Date
New Beginnings Community Living Home	Kristy Arutyunova	10/24/19
Ashley Manor - Orchard	Jeanie Wilcox-Navarro	11/14/19
Lakeside - East	Amanda Amzen	11/21/19
Autumn Haven Assisted Living, Inc.	Angie Darrington	11/22/19



Facility	Administrator	Date
Brookdale Chubbuck	Kandi Foster	8/30/19
Ashley Manor - Harmony	Cecilia Rodriguez	10/18/19
Independence Home	Liana Gutierrez	10/24/19
Hettinger Living Center	Nicole Lang	11/14/19

Compiled and Edited By:  
Ashley Henscheid



## Holiday Décor FAQs

By: The Fire Life Safety Team

Q: Can a facility have a cut or living Christmas tree inside?

A: No. The use of living trees and other decorations (such as wreaths or garland) is prohibited. However, facilities can have artificial trees and other decorations if they are certified by the manufacturer as flame retardant and labeled or otherwise identified as such.

Q: Can we decorate resident room doors with wrapping paper?

A: No. The addition of flammable decorations creates a flashover hazard that can overwhelm the sprinkler system.

Q: Can we decorate the *inside* of the facility?

A: Yes. All lights and decorations must be UL listed, in good condition and plugged directly into an outlet. Plugging one end of one light string into the end of another light string ("piggybacking" or "daisy chaining") and the use of multiple adaptors, extension cords and power strips are prohibited. Placing lights around exits or doors is prohibited as this masks the exit and it is no longer plainly visible. Hanging décor in drooping curves ("swag") is also prohibited.

Q: Can we decorate the *outside* of the facility?

A: Yes. All lights must be UL listed. Use only light strings that are rated for outdoor use (light strings are rated for indoor use, outdoor use or sometimes both). Check the packaging for the recommended amount of strings that can be plugged into each other to prevent overloading the strings. Prior to use, check all decorations for physical damage, such as broken light sockets or cracked insulation around wires, and dispose of any damaged décor.

Q: Can we use extension cords on the outside of the facility to run our decorations?

A: Yes. Use only extension cords rated for outdoor use. Ensure extension cords are the length necessary to prevent piggybacking or daisy chaining and a gauge heavy enough to handle the electrical load expected to be placed on it. The use of power strips and multiple electrical adaptors is prohibited in order to prevent overloading the circuit.

Precautions: Turn off all lights and decorations at bedtime or when leaving the facility. Open flames (such as candles) inside of a facility are strictly prohibited.

Have a safe and happy holiday season!

Fire Life Safety Phone Number:

(208) 334-6626, Option 3



# Records in the Electronic Age

By: Donna Henscheid

When did the “#” become a hashtag? I hate to admit it, but I’m not very tech savvy. I have some experience with social media, but I have yet to hashtag anyone or anything.

I was on survey when I was first introduced to a form of communication called “WhatsApp.” The administrator quite patiently explained the process and showed me and my co-workers how the application was used.

If you don’t already know, WhatsApp is a service owned by Facebook that allows users to send texts and voice messages and share images, user locations and other media.

The caregivers at the facility communicated through this media directly to the nurse and the administrator from their personal phones. The nurse or administrator responded through the WhatsApp in writing, providing immediate direction to the staff.

## *What could be wrong with this type of communication?*

The RALF rules address electronic records, but nothing in rule specifically talks about the use of services like WhatsApp. Many facilities, with great success, have switched to electronic documentation, allowing them to eliminate the mountains of paperwork that come with working in the healthcare industry.

Ultimately, administrators must ensure whatever program or application the facility uses meets the rules.

IDAPA 16.03.22.159 addresses the requirements for records. The facility administrator is responsible to ensure that record policies and procedures are implemented regarding the following:

**01. Complete and Accurate Records.** Each facility must develop written policies and procedures to assure complete, accurate, and authenticated records.

*(Continued on next page)*





# Records in the Electronic Age

By: Donna Henscheid

*(Continued from previous page)*

**02. Electronic Records.** Facilities that implement an electronic record or signature must have written policies in place to assure the following:

...b. The privacy and integrity of the record;

...f. Allows resident access to his records within one (1) business day of the request; and

g. Allows immediate access to records by surveyors, and others who are authorized by law.



IDAPA 16.03.22.330 addresses additional record requirements, as follows:

**02. Resident Record Retention.** Records must be preserved in a safe location protected from fire, theft, and water damage for a period of not less than three (3) years.

**03. Resident Record Confidentiality.** The facility must safeguard resident information against loss, destruction, and unauthorized use.

...05. **Electronic Records.** The facility must be able to print records maintained electronically in the facility.



IDAPA 16.03.22.711 addresses ongoing resident care records and requires, "The administrator must assure that the facility's policies and procedures for ongoing resident care records are implemented and meet the requirements described in Subsection 711.01 through 711.14 of the rules."

The problem with using WhatsApp or any other electronic means to communicate within a facility is multifaceted and warrants the administrator's scrutiny to ensure the practice does not violate facility policies or state rules. Before using electronic means of communication, administrators and facilities may want to consider the following:

1. Can the facility preserve the communication and retain it for three years?
2. Can the facility safeguard information from unauthorized use? This will require verification that the application or program permissions prohibit the use, storage, and sharing of data.



*(Continued on next page)*



## Records in the Electronic Age

By: Donna Henscheid

*(Continued from previous page)*

3. Can the facility ensure the information is no longer available to terminated staff?
4. Does this form of media allow the information to be printed?
5. Is the printed information signed and dated?
6. Does the application allow the information to be separated so it can be filed in each resident's record?
7. Can the resident have access to this information within one business day?

If the answer to any of these questions is "no," the facility should reconsider the use of this form of electronic communication. Through my discovery and research of WhatsApp, I now have a better grasp of this electronic age. Maybe one day I'll be able to write #OvercomingObstacles, #DreamingBig or #ComputerGenius!

## Questions for Quality Improvement

By: Ashley Henscheid



Earlier this year, assisted living community member Doug Park polled assisted living resident advocates, including ombudsmen and surveyors, in a two-question survey. Results were garnered using the same survey link for every respondent, ensuring anonymity. After clicking on the link, users were encouraged to "Pass it onto others you value that might have a helpful perspective as well." The intent of the survey was to gather information for use in the May 2019 Professional RCA Bootcamp.

The first question asked, "What are the patterns you have observed that most correlate with those facilities that have **HIGH** residential care, customer satisfaction, and positive culture?"

Responses included:

- "Food is good, with a variety of choices and alternates."
- "Nurses who know the residents extremely well and are in the building daily."
- "All treat each other with dignity and respect."
- "Higher staffing rate, less turnover."

*(Continued on next page)*





# Questions for Quality Improvement

By: Ashley Henscheid

*(Continued from previous page)*

- "An administrator that is always available. Out on the floor. The administrator is knowledgeable of the happenings in their facility. They set the culture for their staff and are there for families."
- "A variety of activities...including outside activities."



The second question asked, "What are the patterns you have observed that most correlate with those facilities that have **PROBLEMS** with residential care, customer/family dissatisfaction, and/or complaints?"

Responses included:

- "No transportation."
- "Residents are fearful of being kicked out."
- "Facility is more concerned with facility convenience rather than resident convenience."
- "Caregivers are not included in helping to develop NSAs."
- "Lack of remembering the resident is a person."
- "Unkempt environment."
- "Poor staff training."



The feedback gathered from the survey allowed training attendees to use raw data to brainstorm ways to improve assisted living life. Thank you to those who participated!

For more information on upcoming Professional RCA Bootcamps or other trainings, read this and future RALF newsletters, visit the RALF website or check FLARES.

## A Fond Farewell



If you have called the RALF program or heard a team voicemail, then you probably know the voice of Polly Watt-Geier. You probably even met Polly in her many years with the program. It is with heavy hearts that we announce Polly's departure from the team, as she pursues new opportunities. We appreciate her contributions to the assisted living community and wish her well in her new endeavors!



## 2020 Bootcamp Trainings

The FREE 2020 Bootcamp trainings, provided by the RALF Program, are tentatively scheduled for the following dates:

### Basic Administrator Training:

May 12th and 13th  
October 19th and 20th

### Professional RCA Training:

January 24th with focus topics of Disaster Preparedness and Behavior Management Planning

### Nurse Training:

February 7th	June 16th	August 28th
April 14th	July 31st	October 6th

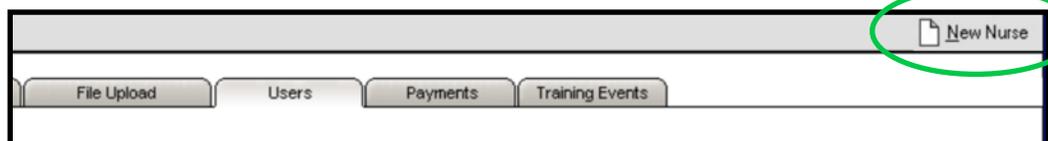
Invitations and registration forms will be uploaded to FLARES as the courses open. Course registration documents and additional details related to the trainings will also be available on the RALF website ([www.assistedliving.dhw.idaho.gov](http://www.assistedliving.dhw.idaho.gov)) as each training gets closer.

## Adding Nurse Information to FLARES

By: Ashley Henscheid

The Public Portal of FLARES contains various details to provide information to the community, including the street address, number of licensed beds and resident types for each assisted living. FLARES has recently added the ability to store nurse information.

To add your nurse information, login to FLARES and click on the "Users" tab. Once there, you should see "New Nurse" in the upper, right corner - click there:



*(Continued on next page)*



# Adding Nurse Information to FLARES

By: Ashley Henscheid

(Continued from previous page)

The "New Nurse" button will take you to the page pictured below:

### Facility Nurse

\*Last Name:

First Name:

Address:

Address 2:

City:

State:

Zip:

Email Address:

Start Date:

End Date:

Make Nurse Public

Active

Fill out the information to the left (address is optional).

To make the information visible on the Public Portal, check the "Make Nurse Public" box. There must be a start date entered. Only the nurse name and start date will be public.

Check the "Active" box and select "Save" to store current nurse information.

Until nurse information is stored in FLARES and made public, the Public Portal will display "No nurse records found" as shown below. (A quick thank you to Aarenbrooke Place for

being first alphabetically!) Storing this information will not grant nurses FLARES access for things like reportable incidents. Nurse contact information will be helpful in future training communications, so update FLARES soon!

### Aarenbrooke Place - Cory Lane

Phone: [208-376-1300](tel:208-376-1300)

Fax: 208-321-4372

#### Resident Types

Alzheimers / Dementia  
Developmentally Disabled  
Elderly  
Mental Illness  
Traumatic Brain Injury  
Physically Disabled

License #: RC-718

Licensed Beds: 70

Accepts Medicaid Clients: yes

Status: Unrestricted

Street Address [open map](#)  
9327 Cory Lane  
Boise, ID 83704

Mailing Address  
9327 Cory Lane  
Boise, ID 83704

Licensed Since:

Secured Beds: 0

### Administrator Information (last 5 years)

Last Name	First Name	Start Date	End Date
Legg	Derrick	10/25/2016	
Yates	Yvonne	05/01/2015	10/19/2016
Brent	Tracey		

**Nurse Information**  
No nurse records found.

**Nurse Information**  
No nurse records found.





## Upcoming Treasure Valley Events

The following are upcoming events around the Treasure Valley. The events are not affiliated with RALF Program. These are public events that could be helpful to assisted living residents, family members or staff.

### RALF Program Contact Information

- Phone:  
(208) 364-1962
- Email:  
[RALF@dhw.idaho.gov](mailto:RALF@dhw.idaho.gov)
- Websites:



[www.assistedliving.dhw.idaho.gov](http://www.assistedliving.dhw.idaho.gov)



[www.flareslive.com/portal/ProviderLogin.aspx](http://www.flareslive.com/portal/ProviderLogin.aspx)

Images from Pexels and Pixabay

- **12/5/19** (6:30 - 8:00 p.m.) *Mental Health 101: Support Your Mental Health During the Holidays* [Nampa Public Library]
- **12/7/19** (9:00 a.m. - 2:00 p.m.) *Health Insurance Open Enrollment Open House* [Terry Reilly 1st St. Nampa]
- **12/7/19** (9:00 - 1:00 p.m.) *CPR/AED and First Aid Certification* [Nampa Recreation Center]
- **12/9/19** (5:30 - 6:15 p.m.) *Diabetes Prevention Program Information Session* [Nampa Recreation Center]
- **12/14/19** (10:00 a.m. - 1:00 p.m.) *Handmade Holiday* [Dick Eardley Senior Center\*\*]
- **12/16/19** (11:00 a.m. - 12:00 p.m.) *Memory Care Road Map* [Dick Eardley Senior Center\*\*]
- **12/17/19** (11:00 a.m. - 12:00 p.m.) *Medicare Meet-Up* [Dick Eardley Senior Center\*\*]
- **12/19/19** (12:00 p.m.) *Serve Our Seniors Day* [Dick Eardley Senior Center\*\*]
- **12/20/19** (4:00 - 5:30 p.m.) *Drop-In Tech Hour* [Ada Community Library - Victory Rd.\*\*]
- **1/4/20** (9:00 - 1:00 p.m.) *CPR/AED and First Aid Certification* [Nampa Recreation Center]
- **1/6/20** (6:30 - 8:00 p.m.) *Mental Health 101: Suicide Prevention and Awareness* [Location]
- **1/17/20** (4:00 - 5:30 p.m.) *Drop-In Tech Hour* [Ada Community Library - Victory Rd.\*\*]
- **2/1/20** (9:00 - 1:00 p.m.) *CPR/AED and First Aid Certification* [Nampa Recreation Center]
- **2/6/20** (6:30 - 8:00 p.m.) *Mental Health 101: Post-Traumatic Stress Disorder (PTSD)* [Location]
- **2/21/20** (4:00 - 5:30 p.m.) *Drop-In Tech Hour* [Ada Community Library - Victory Rd.\*\*]
- **Every Monday** (1:00 - 3:00 p.m.) *Technology Open Lab* [Boise Public Library]

\*\*In addition to the event listed, this location frequently offers "Fit and Fall Proof" classes.