

Winter/Spring 2011
Volume 1, Issue 11



Office of Assisted Living Licensing

Hello From The Program Manager

Larry Martens, LPN, BPS, OALL Program Manager
Assisted Living Licensing Program

Office of Assisted Living Licensing

*Phoenix Office
150 N. 18th Ave.
Suite 420
Phoenix, AZ 85007
(602) 364-2639
(602) 364-4766 FAX*

*Flagstaff Office
1500 E. Cedar Ave.
Suite 22
Flagstaff, AZ 86004
(928) 774-2707
(928) 774-2830 FAX*

*Tucson Office
400 W. Congress
Suite 116
Tucson, AZ 85701
(520) 628-6965
(520) 628-6991 FAX*

Welcome to our eleventh newsletter. We would like to thank everyone who has given us very kind compliments of the newsletter. We appreciate all the feedback and look forward to continually improving our newsletter in any way we can. We are pleased to announce that we have a new editor of the newsletter, Lynn O'Malia. Lynn has been in the Office of Assisted Living Licensing for over four years and has a wealth of knowledge that will certainly benefit the newsletter and our providers.

The Office of Assisted Living Licensing had a very good 2010. Many of you have commented that timeliness has improved with compliance, initial, and change of ownership surveys. We continually strive to be timely in all these surveys. In fact, we began 2011 with backlog numbers below 200. This is a fantastic effort by our surveyors and support staff.

The renewal application is now an online function for those providers that choose to use it. First indication from providers using the new process has been very favorable. It certainly makes the renewal process much faster and more efficient. Our office also continues to offer the Medication Rules/Medication Refresher course and Service Plan course in our building. Soon to be available online are Medication Rules, Decubitus Ulcers/Restraints, and Service Plan presentations. They are all offered at no cost to providers and their staff.

We hope you will find this newsletter to be helpful, informative, and interesting. If you have any suggestions for upcoming newsletters or comments on this issue, please let our Editor, Lynn O'Malia, or myself know.

Sincerely,

Larry

Larry Martens, Program Manager

DO YOU KNOW THE DIFFERENCE...???

At some point in time, most facilities will utilize the services of one or more of these agencies, but with the long agency names it can sometimes be very confusing!

➤ **The ADHS Division of Licensing Services, Office of Assisted Living Licensing**

The Office of Assisted Living Licensing licenses and inspects Assisted Living Homes and Centers, Adult Foster Care Homes, and Adult Day Health Care Facilities throughout Arizona. The Office also conducts complaint investigations when there are concerns regarding a facility.

To contact us:
150 N. 18th Avenue, Suite 420
Phoenix, AZ 85007
(602) 364-2639
(602) 364-4766 FAX
www.azdhs.gov/als

➤ **Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers**

The Board of Examiners certifies Assisted Living Facility Managers and licenses Nursing Care Institution Administrators. They are the agency that issues Manager's Certificates to facility managers. The Board investigates complaints and enforces the practice standards of Managers and Administrators. The Board also approves continuing education courses to make sure quality and useful education is being taught.

For more information:
1400 West Washington, Suite B-8
Phoenix, AZ 85007
(602) 364- 2273
(602) 542-8316 FAX
www.aznciboard.us

➤ **Arizona State Board of Nursing**

The State Board of Nursing approves individuals for licensure as a Practical Nurse (LPN), registration as a Registered Nurse (RN) and certification as a Nursing Assistant (CNA) and assures that standards of practice are met and that persons engaged in the practice of nursing are competent. The State Board also approves educational programs for nurses and nursing assistants, and investigates complaints concerning nurses and nursing assistants compliance with the law.

For more information:
4747 North 7th Street, Suite 200
Phoenix, AZ 85014
(602) 771-7800
(602) 771-7888 FAX
www.azbn.gov

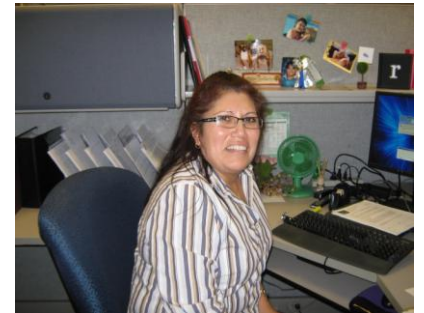
Assisted Living Licensing



Doris Laidlaw, RN joined the Office of Assisted Living Licensing as a surveyor in June 2010. Doris has been a nurse for the last 20 years. She began her nursing career at Good Samaritan Hospital, where she worked as a neurology nurse for 10 years. For the past 8 years, Doris has also worked providing Home Health services to special needs children. Doris is an Arizona native and is excited about starting this new adventure in her nursing career!

MEET OUR TWO NEW SURVEYORS

Reina Manso, RN joined the Office as a surveyor in June 2010. Reina practiced as a LPN for 2 years, before going on to become a Registered Nurse for the last 6 ½ years. She has previously worked at the Department of Corrections as a medication RN, Banner Thunderbird Hospital as a Medical/Surgical Staff RN, and most recently at Banner Estrella Hospital, where she worked in telemetry for the last 5 years. Reina is eager to help our providers with guidance to better their services to residents!



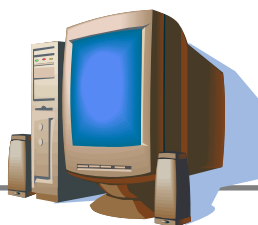
ASSISTED LIVING LICENSING RENEWAL APPLICATION GOES ONLINE

Assisted living facilities throughout Arizona now have the ability to renew their ADHS licenses on the internet, 24 hours a day, 7 days a week. ADHS created the system to ease the renewal process for facilities. To register, only the license number, expiration date and an e-mail address are needed before going to the website <https://app.azdhs.gov/lr/renewal/>.

The online system allows current licensees to submit their renewal application online, after registering with the online system. Once registered, users can access a prefilled form, make needed changes, pay immediately with a credit card, and print the renewal confirmation. Facilities which prefer to use a company or cashier's check may print a completed form from the website and mail it with the fee to the Department.

Currently, new facilities completing an Initial Application must still follow the paper application process. Simply call the Assisted Living Licensing Office and staff will send you an application which clearly outlines the process and requirements.

For questions about using the online renewal application system, please contact Jim Tiffany, Team Leader, at (602) 364-2639.



REFRESHER CLASSES IN SESSION



Desiring to be a resource to our providers, the Office has developed several training classes for Assisted Living Manager's and Certified Caregivers. A Medication Rules/Medication Refresher course and a Service Plan course are currently being held monthly and are free to attend. Call the *Phoenix* office at (602) 364-2639 to pre-register, as space is limited for these informative courses taught by surveyors and team leaders. Participants should bring a copy of the Rules and Statutes related to the administration of medications and/or service plans (available on our website), a current Drug Reference Guide, materials for taking notes and their own refreshments and/or lunch.

The Medication Rules course is being held from 8:00am to Noon and the Service Plan course is being held from 1:00pm to 3:00pm at the Phoenix office – 150 North 18th Avenue, Suite 420 on the following dates:

March 17, 2011	August 24, 2011
April 13, 2011	September 28, 2011
May 18, 2011	October 26, 2011
June 8, 2011	November 23, 2011
July 27, 2011	December 14, 2011

Four hours of Continuing Education Units (CEU's) are offered for attending the Medication Rules course and 2 hours of CEU's are offered for completing the Service Plan course.

NEW PROVIDER ORIENTATION

New Provider Orientation is available to applicants who are interested in receiving an overview of the requirements for opening an assisted living facility *and* who have submitted an Initial Application for licensure of an assisted living facility to the Department. Please call the Office to pre-register for New Provider Orientation. The class is free, but the attendee must submit the \$50.00 application fee with their initial application before or at the time of the class. Participants should bring a copy of the Rules and Statutes related to the application or license and a copy of the Assisted Living Initial Checklist (both available on our website), materials for taking notes and their own refreshments.

New Provider Orientation will be held at the Phoenix office – 150 North 18th Avenue, Suite 420, from 8:00am to Noon on the following dates:

March 9, 2011	September 14, 2011
May 11, 2011	November 9, 2011
July 13, 2011	January 11, 2012

To attend at the *Phoenix* office, please call (602) 364-2639 to pre-register.

DO NOT RESUSCITATE (DNR) AND ADVANCE CARE DIRECTIVES

The **Prehospital Medical Care Directive** form (commonly known as the Do Not Resuscitate, DNR or orange form) is used to direct emergency medical personnel not to administer cardiopulmonary resuscitation (CPR) in the event an individual's breathing stops or their heart stops beating. The form allows an individual to indicate that the following resuscitative measures are not to be used: cardiac compression, endotracheal intubation and other advanced airway management, artificial ventilation, defibrillation, administration of advanced cardiac life support drugs, and related emergency medical procedures. The law requires that the DNR form must be printed on orange paper and include the wording mandated by A.R.S. § 36-3251.

Unless it specifically states otherwise, the DNR form **does not** authorize the withholding of other medication interventions, such as the Heimlich Maneuver, intravenous fluids, oxygen or other therapies deemed necessary to provide emergency intervention, comfort care, or to alleviate pain. Facility staff should still intervene and provide emergency intervention to a resident who is choking, even if the resident has signed a DNR form. Likewise, emergency personnel who are summoned to your facility will still perform needed emergency procedures and comfort measures, other than CPR. This includes providing transport to a hospital where necessary and wanted by the resident.

For more information about the DNR form contact the ADHS/Bureau of Emergency Medical Services at (602) 364-3150 or via e-mail at lorenzl@azdhs.gov.

To print a free copy of the Arizona DNR form go to www.azdhs.gov/bems/dnr.htm.

Advance Care Directives are specific instructions, prepared in advance, that are intended to direct a person's medical care if he or she becomes unable to do so in the future. Advance care directives allow individuals to provide instructions about their preferences regarding the care they would like to receive if they develop a terminal illness or a life-threatening injury.

A **Living Will** is one of the most common types of advance care directives and is a written, legal document that conveys the wishes of a person in the event they cannot communicate their preferences themselves. A living will may indicate specific care or treatment the person does or does not want performed under specific circumstances, including their preferences on CPR, artificial nutrition through intravenous or tube feedings, prolonged maintenance on a respirator, diagnostic tests, blood transfusions and medications.

Advance care directives can also designate someone the individual trusts to make decisions about medical care if the patient becomes unable to make or communicate these decisions. This is called designating a **Health Care Power of Attorney**.

For more information regarding advance care directives contact the Arizona Attorney General's Office at (602) 542-2123 or via e-mail at resourcecenter@azag.gov.

Information is also available on their website at www.azag.gov/life_care.

R9-10-714.A.8 requires that the licensee maintain a resident's record that contains a health care directive, if applicable. What this means is if you are caring for a resident that has completed a DNR form or an advance directive of any type, the facility should maintain a copy in the resident record.



THE TALK AROUND TUCSON...

The Tucson office is staffed with 1 Team Leader, 5 Surveyors and 3 Support Services staff.

To improve service to our licensees, the files of 44 "Tucson" facilities have been transferred to the Phoenix office – including 19 facilities in Yuma, 12 in Casa Grande, 4 in Globe, 2 in Safford, 2 in Thatcher and 1 each in the cities of Winkelman, Pima, Maricopa, San Luis and Eloy. All licensing activities, including the renewal application and licensing process, will now be handled by the Phoenix office. Likewise, compliance inspections and complaint investigations will now be conducted by surveyors out of the Phoenix office.

Facilities that have been transferred have been sent a letter informing them of the relocation of the files. So, if your facility received a letter notifying you of the change, you can look forward to meeting a new surveyor at the time of your next inspection!

Medication classes are also being held at our Tucson office. Classes are free, but you must call the *Tucson* office to pre-register as seating is limited. Participants should bring a pair of clean disposable gloves, a Drug Reference Guide and a copy of their facility's medication policy.

Classes start promptly at 8:00am and end at Noon at the Tucson Office – 400 West Congress, Suite 100 on the following dates:

March 3, 2011	September 13, 2011
May 19, 2011	November 10, 2011
July 7, 2011	

Four CEU's are offered for attending the Medication class.

New provider orientation is also available at the Tucson Office starting at 8:00am and running for approximately 2 to 3 hours on the following dates:

April 5, 2011	October 5, 2011
June 7, 2011	December 6, 2011
August 2, 2011	

To attend either of these classes at the *Tucson* office, please call (520) 628-6965 (option #3) to pre-register.

... AND A WORD FROM THE PINES IN NORTHERN ARIZONA



Some providers may not realize but we have one surveyor, Cindy Beckham, who is stationed in Northern Arizona and does inspections in an area extending from Flagstaff to the Northern, Eastern and Western borders of Arizona, and as far South as Camp Verde (the Prescott area and Lake Havasu City are shared by both Flagstaff and Phoenix surveyors).

Flagstaff is considered a “satellite” location vs. an “office”. Consequently, all Northern Arizona facility files are maintained in Phoenix and all trainings, mailings, etc. are handled through the Phoenix office, while Cindy is busy covering a lot of ground!



A NOTE ABOUT ONGOING TRAINING IN RURAL AREAS

For those providers located in rural areas, please remember to schedule staff for CEU classes and certification renewals well in advance to ensure the training is obtained prior to the due date. Frequently, in remote areas, classes are offered on a limited basis and are sometimes cancelled due to insufficient applicants or trainers in the area. When this happens, the next scheduled class may be beyond the desired time frame and a deficiency may result.

R9-10-707.B, R9-10-722.B and R9-10-723.C require all manager’s and caregivers working in a facility licensed at the directed level to obtain 12 hours of ongoing training every 12 months from the starting date of employment, or for a manager or caregiver hired before the effective date of the regulations (November 1988), every 12 months from the effective date.

INCIDENT REPORTING

An Incident Report is a written report used to document an accident, incident, or injury that affects a resident's health and safety.

Resident falls are only one of a variety of accidents, incidents, or injuries that may occur in your facility. Other events include, but are not limited to, resident to resident and resident to staff altercations, administering of the wrong medication, ingestion of poisonous substances or residents wandering from your facility. Basically, any event that causes harm or has the potential to cause harm to a resident is an event worthy of documenting in an Incident Report.

Remember, an "accident" means an unexpected occurrence that causes harm to a resident, while an "incident" means an occurrence or event that has the potential to cause harm to a resident. An "injury" is harm or damage that is done to or sustained by a resident.

R9-10-703.B.12 states:

B. A licensee shall ensure that a manager of an assisted living facility:

12. When there is an accident, incident, or injury that affects a resident's health and safety;

a. Immediately notifies the representative, and if applicable;

i. The primary care provider

ii. An emergency response team;

iii. The resident's case manager;

iv. The resident's emergency contact; and

b. Documents the following:

i. Date and time of the accident, incident, or injury;

ii. Description of the accident, incident, or injury;

iii. Names of individuals who observed the accident, incident, or injury;

iv. Action taken by employees, support staff, or volunteers;

v. Individuals notified by employees, support staff, or volunteers; and

vi. Action taken to prevent the accident, incident, or injury from occurring in the future.

Facility staff should always notify a resident's representative immediately any time there is an accident, incident, or injury that affects a resident's health and safety, and should notify other relevant individuals, when applicable.

When the event involves suspected or alleged abuse, neglect, or exploitation of a resident, the facility should immediately contact Adult Protective Services at 1-877-SOS-ADULT or 1-877-767-2385 or a local law enforcement agency as prescribed in A.R.S. § 46-454. The facility should also notify the Department within 24 hours of becoming aware of the allegation of abuse, neglect, or exploitation.





Did you know...???

R9-10-716.A.1 states:

A. A licensee shall ensure that an assisted living facility:

- 1. Complies with all local building codes, ordinances, fire codes and zoning requirements.*

Local codes, ordinances, and requirements may influence the type of lock allowed on your exit doors, pet licensing, frequency of fire and/or sprinkler inspections, structural modifications made to your facility and census limitations.

When in doubt, always contact the local authority in your city and/or county to make sure you are in compliance!

PROPOSITION 203 – ARIZONA MEDICAL MARIJUANA ACT



The Arizona Medical Marijuana Act, also known as Proposition 203, was on the November 2, 2010 ballot in the state of Arizona, where it was approved by a narrow margin, making Arizona the 15th state to legalize the use of medical marijuana.

The Act allows qualified residents in the state, with specific medical conditions, to be treated with certain amounts of marijuana for personal use. According to the provisions of the Act, the Arizona Department of Health Services (ADHS) has been put in charge of carrying out the provisions of the law. Qualifying patients who register with the Department will obtain marijuana from nonprofit medical marijuana dispensaries regulated by ADHS.

Over the last several months, the ADHS has been busy developing Rules so that the Department can regulate medical marijuana effectively. This process has included soliciting community input on the draft rules and holding public meetings for comment, so that the Department can implement a responsible medical marijuana program at the time of implementation in April 2011.

In preparation for implementation of the Act, assisted living facilities should begin developing policy and procedures now addressing the use of medical marijuana in their facility. By having policy and procedures in place when implementation occurs, facilities will have outlined whether they will accept residents who have been qualified to use medical marijuana and, if so, will have policy and procedures in place for the storage and control of the substance and how they will assist residents in the use of medical marijuana.

For more information visit our website at www.azdhs.gov/prop203/.

ADHS Office of Assisted Living Licensing

PHOENIX OFFICE

Larry Martens, LPN,
Program Manager

Ellie Strang, RN, Team Leader

Jim Tiffany, Team Leader

Zakiya Torkwase,
Team Leader

Angie Garduno,
Program Specialist

Sara Sarabia,
Support Services Supervisor

TUCSON OFFICE

Bob Ohlfest, Team Leader

Betty Rocha,
Program Specialist

Pam Grumeretz,
Examiner Tech II

We're on the Web!

See us at:

www.azdhs.gov/als/hcb

IMPORTANT DATES TO REMEMBER...

4/1/2011 - Renewal of RN/LPN License

A.R.S. § 362-1642 changed the renewal due date for all RNs and LPNs from June 30th to April 1st. If the renewal date listed on your license is 6/30/2011, your new date for renewal is 4/1/2011.

For more information go to www.azbn.gov.

6/30/2011 - Renewal of Manager's Certificate

Manager's Certificates expire on 6/30/2011. The NCIA Board will be sending out manager renewal forms the first week in March 2011. Unless you renew by June 30, 2011, your manager certificate will expire.

For more information go to www.aznciaboard.us.

Filing of facility Renewal Application

A.R.S. § 36-422.C requires an application for relicensure of your facility be filed at least 60 but not more than 120 days before the anticipated expiration date of the current license. Failure to file within this time frame may result in assessment of a civil money penalty.

WE'RE HERE TO HELP!!

The Surveyor of the Day, our Support Staff, our Management Team and your Surveyor are available to provide technical assistance and answers to your questions. Please feel free to call us with your questions and concerns.

In Phoenix, call our office at (602) 364-2639 and ask for the "Surveyor of the Day".

In Tucson, please call (520) 628-6965.

To contact the Department after hours or on a non-business day with an immediate jeopardy concern, please utilize our online complaint system at

https://app.azdhs.gov/ls/online_complaint/ALComplaint.aspx

or send us a fax at (602) 364-4766.

If residents are endangered, please contact 911 or your local law enforcement agency.

The provider newsletter is designed to provide helpful information, including updates from our office and guidance regarding rule compliance.

We welcome your ideas for future issues of the newsletter.

Please e-mail the editor at Lynn.O'Malia@azdhs.gov with your comments and suggestions.

Remember, copies of all of our newsletters are posted on our website!