Residential Care Services (RCS)
Operational Principles and Procedures for
Assisted Living Facilities (ALFs)
FULL INSPECTION
EXIT

I. Purpose
To provide the assisted living facility (ALF) with information on the results of the inspection, the identified deficiencies and findings, and to provide the licensee/administrator or designee an opportunity to present additional information.

II. Authority
RCW 18.20.110
RCW 18.20.125

III. Operational Principles
A. The exit conference occurs at the end of the full inspection.
B. The exit conference is conducted with the RCS licensing team and the licensee/administrator or designee. Other participants may include: other ALF staff, the Ombuds, residents, and resident’s family.
C. Communication at the exit by RCS to the licensee/administrator or designee may also include comments from residents that were heard during the inspection. A resident request for confidentiality must be respected; do not include that information at the exit.
D. Deficiencies identified by RCS staff at the exit must be regulatory based. Because the licensors have communicated with the licensee/administrator throughout the inspection, the identified deficient practices should not be a surprise.
E. The exit conference is held in a private setting in the facility, observing confidentiality and encouraging dialogue.
F. If, after the exit, licensors make changes or additions to the information presented at the exit, a licensor will contact the licensee/administrator with information about the changes prior to sending the State of Deficiencies.

IV. Procedures
The Licensor will:
A. Be required to discuss specific issues throughout the exit if needed, however the RCS team leader/coordinator will facilitate the exit.
B. Utilize Attachment M or notes regarding the exit preparation to ensure all issues are addressed at the exit.
C. Identify deficient practices with the appropriate regulation and/or statute (WAC/RCW).
D. Provide examples when appropriate, identifying specific resident issues if possible, without violating a resident’s request for confidentiality.
V. Information and Assistance

A. Provide the information in an organized, clear manner, identifying citations before consultations, and most serious issues presented first.

B. Communicate the issues and findings in a clear manner using language and examples that are easily understood by those attending the exit.

C. Provide the licensee/administrator or designee an opportunity to discuss, ask questions and present related additional information.

D. Inform the licensee/administrator or designee of the process following the exit and what to expect, including further data collection, Statement of Deficiencies (SOD) report, Attestation of Correction, and the Informal Dispute Resolution (IDR) process. Clarify that if further information is obtained after the exit, the licensee/administrator will be contacted by telephone if there will be any additions or significant changes to the deficiencies discussed at the exit.

E. Notify the licensee/administrator of any delays in their receipt of the Statement of Deficiencies.

F. Notify the Field Manager prior to the exit if a deficient practice is identified that requires an immediate plan of correction, and obtain FM approval to request the plan of correction prior to leaving the facility.

G. Ensure the licensee/administrator or designee has a business card and contact phone number for the RCS staff and the appropriate Field Manager.

H. Thank the licensee/administrator or designee for their cooperation with the inspection.

__________________________________________    January 21, 2014
E Irene Owens, Interim Director                     Date
ALTSA/Residential Care Services