



KIM REYNOLDS, GOVERNOR  
ADAM GREGG, LT. GOVERNOR

LARRY JOHNSON, JR., DIRECTOR

February 27, 2023

VIA ELECTRONIC TRANSMISSION

The Honorable Charles E. Grassley  
U.S. Senate  
Washington, DC 20510

Dear Senator Grassley:

I am in receipt of your February 9, 2023 letter regarding Glen Oaks Alzheimer's Special Care Center in Urbandale. Please see below for a detailed timeline, the webpage links to the facility's regulatory history and the Iowa Code citations you requested.

The Department received a complaint on January 3, 2023, regarding an incident involving the facility's resident at a local funeral still alive. Additionally, the facility self-reported the incident to the Department on January 4, 2023. A surveyor timely initiated investigation of the incident the following day on January 5, 2023. The surveyor concluded their investigation on January 12, 2023.

The Department issued its findings on February 1, 2023. The department sent the report to the facility and published the report on its website. The publicly available report includes the department's findings as well the citation and fine. In this case, the Department issued a \$10,000 fine. This amount is the maximum amount Iowa law allows the Department to impose.<sup>1</sup>

Iowa Administrative Code also outlines the procedures for facilities submitting a plan of correction. Facilities are required to submit their plan of correction within ten calendar days following receipt of the statement of deficiencies.<sup>2</sup> The plan of correction shall include the following:

- (1) How the facility will correct the deficient practice;
- (2) How the facility will act to protect residents;
- (3) The measures the facility will take or the systems it will alter to ensure that the problem does not recur;
- (4) How the facility plans to monitor its performance to make sure that solutions are sustained;  
and
- (5) Date(s) when corrective action will be completed.

Iowa Administrative Code requires the department to review the plan of correction within ten working

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<sup>1</sup> Iowa Code section 135C.36(1).

<sup>2</sup> Iowa Administrative Code r. 481-50.10(7)(a)(1-5). Available at:  
<https://www.legis.iowa.gov/law/administrativeRules/rules?agency=481&chapter=50&pubDate=02-08-2023>.

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days of receipt of the facility's plan of correction.<sup>3</sup> Here, the facility submitted their plan of correction on February 10, 2023. The Department accepted the plan of correction on February 14, 2023.

Based on the significance of the findings of our investigation, in addition to the required plan of correction, the facility was required to provide immediate corrective action while the department surveyor was still onsite. The facility's immediate corrective action revised their procedures regarding end of life. The revised procedures included specific guidance regarding assessment of residents at end of life and necessary notifications when a resident passed. The facility notified and trained all facility nurses and hospice agencies of these protocols. The facility now requires their nurses to assess the resident at the end of life. If they determine a resident on hospice has passed, the hospice provider would be contacted immediately. A hospice nurse is now required to complete a death visit and confirm the resident's death. If a resident not on hospice passes, the facility nurse is required to contact the Health Services Director or designee immediately to confirm the resident's death.

The Department will complete an onsite follow up visit to verify the implementation and efficacy of the facility's plan of correction.<sup>4</sup> The Department will publish any deficient findings from the revisit on our website.

Lastly, you requested additional information regarding Glen Oaks' regulatory history. The Department publishes the history of all licensed health care facilities on our website. The information publicly available includes past visits, any deficiencies, ownership information, DIA contact information for that facility, and fining and citation. In order to view the visits to Glen Oaks, please click [here](#). The webpage includes 44 survey results over the past 14 years. Additionally, the Department maintains the regulatory history of the nearly two thousand licensed facilities on its website, allowing Iowans the ability search this important information online. If your staff have any questions regarding our searchable database, please feel free to reach out to Sara Throener at [sara.throener@dia.iowa.gov](mailto:sara.throener@dia.iowa.gov). We would be more than happy to answer any questions.

Please let me know if I can provide you any additional information. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Larry Johnson, Jr.', written in a cursive style.

Larry Johnson, Jr.  
Director

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<sup>3</sup> I.A.C. r. 481-50.10(7)(b).

<sup>4</sup> I.A.C 481-50.10(8).