

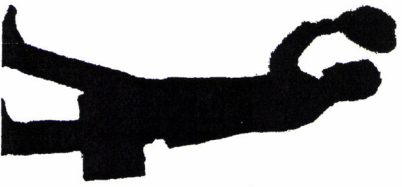
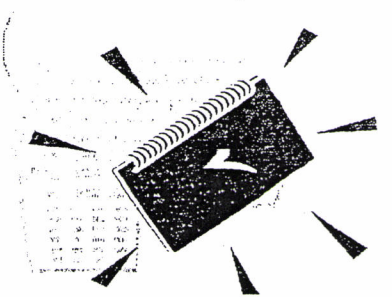
INTERVIEW & OBSERVATION RENEWAL INSPECTIONS

PROCESSES, TIPS and RECOMMENDATIONS FOR CONSULTANTS

BUREAU OF CHILDREN AND ADULT LICENSING
Adult Foster Care and Homes for the Aged Licensing

PROCESSES

Steps that reference policy. Manual Item 265-Conducting Onsite Inspections and Investigations is the policy being referenced. Identified by this symbol.

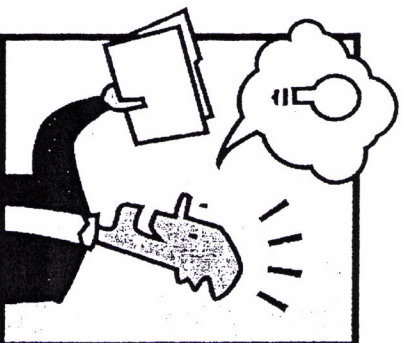


TIPS

Observations and experiences which occurred often during previous renewal inspections. Identified by this symbol.

RECOMMENDATIONS

Practices suggested by consultants that proved helpful during Interview & Observation Renewal Inspections. Identified by this symbol.



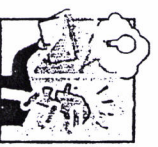
This is a resource to support policy. Please refer to MI 265 Conducting Onsite Inspections and Investigations for full details regarding Interview & Observation Renewal Inspections.

Planning a Renewal Inspection

Contact the licensee at the beginning of the license expiration month (or sooner), inform them of the new process and find out:

- The days they are not available.
- The best time of day for an inspection.
- The meal schedule.
- The medication administration schedule.

Then..... after the call, determine a tentative inspection date.



Time to conduct the inspection

- Call the licensee one day prior to the inspection.
- Inform them that you will be out to the home the next day.

**Friday calls are permitted for Monday inspections. You may follow the same format for holidays; call before the holiday break to notify licensees you will conduct the inspection the next business day (this is not applicable if you are combining annual leave with State holidays).*



WHAT IF...

They can't meet?!



You just called to give your one-day notice and the licensee says they can't meet.

Now what?

Do not schedule the inspection with the licensee. Find out the days they are available (and end the call). Establish another tentative date to conduct the inspection. Call the day prior to the inspection to inform the licensee that you will be to their home the next day.



How Do I Explain the New Process?

The "new" aspects are practices you have been doing all along. Observations are a regular part of conducting an inspection. Interviews, whether formal or informal, occur frequently. Now these practices have become *the* means of gaining information.

You also have the renewal inspection brochure to introduce the new inspection method.

ADULT FOSTER CARE AND
HOMES FOR THE AGED

LICENSE



**RENEWAL
INSPECTIONS**

A REFERENCE FOR AFC & HFA LICENSEES

BUREAU OF CHILDREN AND ADULT LICENSING



KEY INDICATORS

While all licensing rules are relevant and applicable, Key Indicator Reference Sheets identify the rules most prevalent to resident quality of care. These are the rule you will focus on during Interview & Observation Renewal Inspections.

AFC GROUP HOME KEY INDICATOR REFERENCE SHEET

FACILITY _____ LICENSE # _____ DATE _____

RULE	DESCRIPTION	OBSERVATIONS	Program Requirements	INTERVIEW NOTES
204(2) / SC 1806(3)	Direct care staff qualifications			
204(3)	Staff competence			
208(2) / SC 1806(1)	Sufficient staff on duty			
734b(2)	Criminal history records process followed			

1. Follow up on previously cited rules and corrective action plans issued during the last renewal inspection. Complete investigation or provision of information to the Department of Social Services.

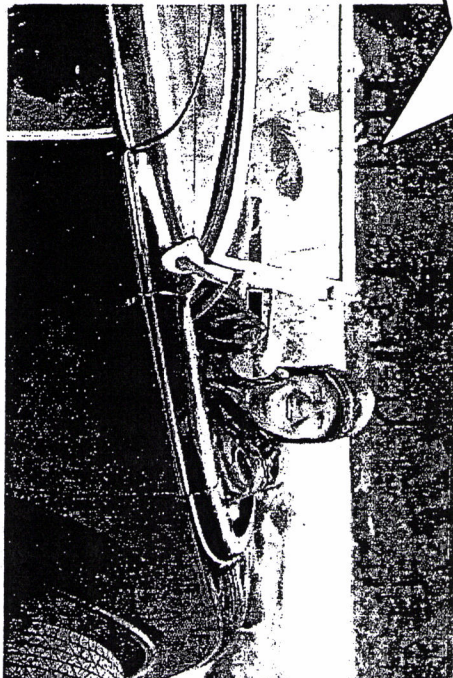
Revised 11/2011



WHAT IF ...

Residents aren't home?!

We have places
to go and people
to see. Catch you
later!



You arrive to conduct your renewal inspection and all the residents are gone. They could be at a day program, medical appointment or another social activity.

Policy requires you to interview a minimum of one resident.

Now what?



If residents are not home and the licensee can not determine if they will return before you complete your inspection, change to a Worksheet Renewal Inspection.



PSST... While residents are at a day program, you can conduct the physical plant portion of the renewal inspection and interview staff. Interview residents when they return home.



OBSERVATIONS

You can learn a lot from observing...

Meals

- Staff and resident interaction
- Sufficient staff to meet resident needs
- Sanitary precautions

Medication Passes

- When staff initial medication record
- Medication set ups (a no-no)

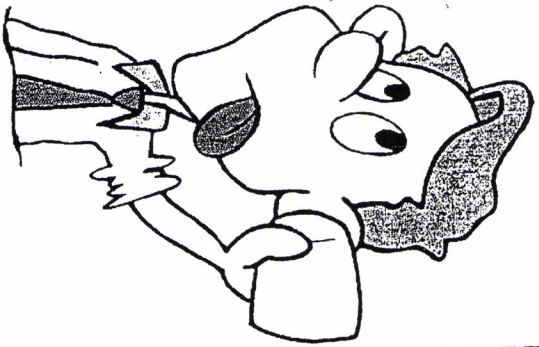
Simulated med passes provide insight too!



Listen for...

Consistency

Information about the practices in the home explained by the administrator/licensee, staff and residents should be consistent.



Observations and interviews should support the documents you have reviewed as well.



Document Review

Necessary

- * Resident fund records and medication records for at least one resident
- * Fire drill records
- * E-scores for certified facilities
30 days after new placement

As Needed

- To confirm rule compliance, review applicable documents for facilities with a history of non-compliance.

Prior to the inspection, review previous renewal inspection documents to determine the documents you will need to review at the facility.

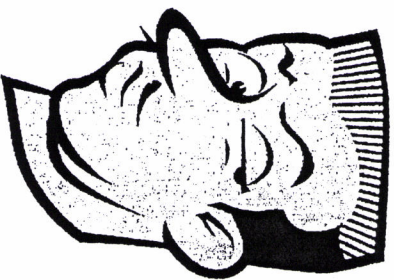


WHAT IF ...

You want to look at documents not included in I & O Inspections?!

Based on what you have observed or learned in an interview, you want to look at additional documentation. You are concerned that the inconsistencies you are hearing may interfere with compliance or resident safety.

Now what?



Hmmm,
I believe it
was...the butler!

Review documents to confirm the licensee is in compliance. Particularly licensees that have a history (previous violations) that you need to follow up on.



Staff Interviews

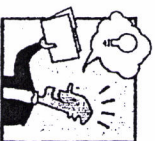
- Interview & Observation Renewal Inspections allow staff to share their competencies and skills.
- You may need to ask multiple questions about one topic to get to the facts; sometimes staff know more than what they initially present.
- You gain a lot of knowledge about the home from interviews and observations.
- You will get to know the residents and staff better and you will like the quality of the inspection.



Resident Interviews

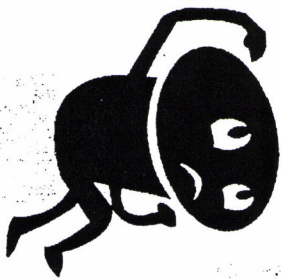
Resident dignity, respect and protection are vital. Ways to implement these are:

- Interview residents away from staff and licensees.
- Knock on bedroom doors and ask if you can enter a resident room.
- Incorporate the interview in the physical plant portion of your inspection.
Exp. while in the resident's bedroom observing and checking physical plant compliance, conduct the interview with them.



WHAT IF ...

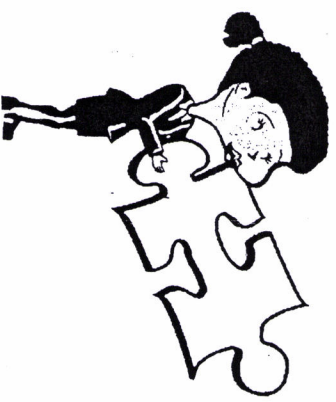
Residents are Non-verbal?!



Ensuring resident safety and quality of care can be a challenge when residents are non-verbal. Many consultants interact with non-verbal residents in some manner but is it enough to ensure resident safety?

Now what?

Talk with relatives, guardians, case managers and other professionals that work with the resident, that are not employed at the AFC facility, to determine resident safety and quality of care. Do this after the inspection.



Before you leave,

Don't forget the survey

ADULT FOSTER CARE and HOMES FOR THE AGED LICENSE RENEWAL INSPECTION QUESTIONNAIRE

1. TYPE OF FACILITY
 AFC Family
 AFC Small Group Home (1-6)
 AFC Medium Group Home (7-12)
 AFC Large Group Home (13-20)
 AFC Congregate (21 or more)
 HFA
2. Current number of residents:
3. Were you at the facility when the onsite inspection was conducted?
 Yes No Not Applicable
- 3a. If yes, are you:
 The licensee/representative Administrator Other
4. Was the inspection process clearly explained to you upon the arrival of the licensing consultant/staff?
 Yes No N/A
Comments
5. Did the licensing consultant/staff focus primarily on observations and interview of staff and residents to determine if you are in compliance?
 Yes No N/A
Comments

Provide the licensee (or staff) with a copy of the License Renewal Inspection Questionnaire (aka survey). Participation is voluntary and they can be anonymous. Upon completion they can mail or fax the document as explained on the survey. They can also complete it online at www.michigan.gov/afchfa in the Contacts area.



One more thing.....

If you need to work after hours...

**Notify your manager of your need to
begin work ahead of schedule
or after your regular work hours**

