

Top 10 Deficiencies for Assisted Living Centers
November 1, 2019 through October 31, 2020

1: Service Plans: R9-10-808(C)(1)(g); Frequency = 26

C. A manager shall ensure that:

1. A caregiver or an assistant caregiver:
- g. Documents the services provided in the resident's medical record; and

2: Medication Services: R9-10-816(B)(3)(b); Frequency = 24

B. If an assisted living facility provides medication administration, a manager shall ensure that:

3. A medication administered to a resident:
- b. Is administered in compliance with a medication order, and

3. Emergency and Safety Standards: R9-10-818(A)(4); Frequency = 23

A. A manager shall ensure that:

4. A disaster drill for employees is conducted on each shift at least once every three months and documented;

4. Administration: R9-10-803(E)(1); Frequency = 21

E. A manager shall ensure that, unless otherwise stated:

1. Documentation required by this Article is provided to the Department within two hours after a Department request; and

5: Residency and Residency Agreements: R9-10-807(B)(1)(a-b); Frequency = 19

B. A manager shall ensure that before or at the time of acceptance of an individual, the individual submits documentation that is dated within 90 calendar days before the individual is accepted by an assisted living facility and:

1. If an individual is requesting or is expected to receive supervisory care services, personal care services, or directed care services:
 - a. Includes whether the individual requires:
 - i. Continuous medical services,
 - ii. Continuous or intermittent nursing services, or
 - iii. Restraints; and
 - b. Is dated and signed by a:
 - i. Physician,
 - ii. Registered nurse practitioner,
 - iii. Registered nurse, or
 - iv. Physician assistant; and

6. Personnel: R9-10-806(A)(10); Frequency = 18

A. A manager shall ensure that:

10. Before providing assisted living services to a resident, a manager or caregiver provides current documentation of first aid training and cardiopulmonary resuscitation training certification specific to adults.

7. Emergency and Safety Standards: R9-10-818(A)(5)(a); Frequency = 17

A. A manager shall ensure that:

5. An evacuation drill for employees and residents:
 - a. Is conducted at least once every six months;

8. Environmental Standards: R9-10-819(A)(11); Frequency = 16

A. A manager shall ensure that:

11. Poisonous or toxic materials stored by the assisted living facility are maintained in labeled containers in a locked area separate from food preparation and storage, dining areas, and medications and are inaccessible to residents;

Service Plans: R9-10-808(A)(5)(a-d)*

A. Except as required in subsection (B), a manager shall ensure that a resident has a written service plan that:

5. When initially developed and when updated, is signed and dated by:

Addition to Top 10 List from previous month

*Equal cite frequency with corresponding Top 10 List number

- a. The resident or resident's representative;
- b. The manager;
- c. If a review is required in subsection (A)(3)(d), the nurse or medical practitioner who reviewed the service plan; and
- d. If a review is required in subsection (A)(3)(e)(ii), the medical practitioner or behavioral health professional who reviewed the service plan.

9. Administration: R9-10-803(A)(9); Frequency = 15

- A. A governing authority shall:
- 9. Ensure compliance with A.R.S. § 36-411.

Residency and Residency Agreements: R9-10-807(A)(1-2)*

- A. Except as provided in R9-10-808(B)(2), a manager shall ensure that a resident provides evidence of freedom from infectious tuberculosis:
 - 1. Before or within seven calendar days after the resident's date of occupancy, and
 - 2. As specified in R9-10-113.

Personnel: R9-10-806(A)(1)(b)(i)*

- A. A manager shall ensure that:
 - 1. A caregiver:
 - b. Provides documentation of:
 - i. Completion of a caregiver training program approved by the Department or the Board of Examiners for Nursing Care Institution Administrators and Assisted Living Facility Managers;

10. Personnel: R9-10-806(A)(8)(a-b); Frequency = 13

- A. A manager shall ensure that:
 - 8. A manager, a caregiver, and an assistant caregiver, or an employee or a volunteer who has or is expected to have more than eight hours per week of direct interaction with residents, provides evidence of freedom from infectious tuberculosis:
 - a. On or before the date the individual begins providing services at or on behalf of the assisted living facility, and
 - b. As specified in R9-10-113;