

## PREPARING FOR AN ON-SITE RENEWAL INSPECTION

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

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### PREPARATION

- AFC Renewal Packets mailed out 3 months prior to license expiration date.
- Reminder letter sent 45 days before expiration if application and fee are not received.
- Once application and fee are received and logged into BCAL's system, documents are forwarded to field consultant.



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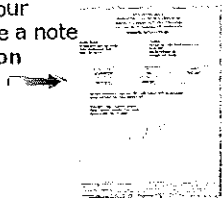
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### PREPARATION

Once you've submitted your renewal application, make a note of your license expiration date



An inspection will be conducted about this time.

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**BEFORE A RENEWAL INSPECTION**

For AFC licensees, contact your consultant within a month of your license expiration date to discuss:

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

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**BEFORE A RENEWAL INSPECTION**

- Make sure fingerprints have been completed and submitted to BCAL.
- Let your consultant know if the environmental health inspection and fire safety inspection have not been completed.

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**BEFORE A RENEWAL INSPECTION**

Things to remember:

- The best way to assure your program is in compliance with licensing rules is to become more familiar with them.
- Compliance with licensing requirements should be a "way of life."
- Resident care and services to residents occur on a day-to-day basis.

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### ONE-DAY NOTICE

- AFC Licensees will be informed of an inspection the day before it occurs.
- This allows consultants to observe what takes place on a day-to-day basis.
- HFA inspections continue to be unscheduled.



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### What If You're Not Available?

- Tell your consultant you can not meet.
- Provide the days you ARE available.
- Wait to hear from your consultant regarding another inspection date.



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AFC ONLY

### What if...

Once you tell your consultant you are not available:

- Your consultant will not schedule another inspection date at this time.
- Your consultant will contact you on a different day.
- An inspection will take place the day after that call.



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## THE ON-SITE INSPECTION

The interview and observation renewal process involves:

- Interviews
- Observations
- Key Indicators
- Document Review
- Adjustments



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## INTERVIEWS

In the past, you've had conversations with your consultant about how you manage your home.

This will happen more often and will also include staff and residents.



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## RESIDENT INTERVIEWS

Respect      Dignity      Protection

### Keys to positive resident interactions

- Consultants speak with residents in a way that encourages comfort and participation.
- Residents are interviewed privately, away from staff and the licensee.

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### **STAFF INTERVIEWS**

Interviews allow staff to magnify their knowledge and abilities.

Staff will be asked to discuss:

- Daily processes
- Resident care
- Information commonly documented
- Past Corrective Action Plans



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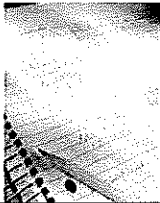
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### **OBSERVATIONS**

Observations are a regular part of all renewal inspections:

- Interactions between staff and residents
- Staff performing their duties.
- Observations of cleanliness, safety, use of assistive devices.
- Medication pass or simulated pass of at least 1 resident.
- Meal preparation and service.



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### **OBSERVATIONS**

- Your consultant will make observations concerning all rules.
- If rule non-compliance is observed, it will be addressed.
- If you are doing a great job in a particular area, you will hear about that, too.

Emphasis will be placed on particular rules...

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## KEY INDICATORS

**Key Indicators** are rules identified as the leading areas concerning resident safety and quality of care.

While all licensing rules must be complied with, consultants will focus on **Key Indicators** during Interview & Observation Renewal Inspections.

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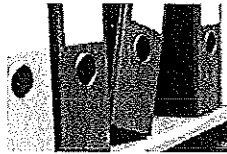
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## DOCUMENTATION

- Consultants will get most of their information from interviews and observations.
- Consultants will still review some paperwork and documents.



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## DOCUMENTATION

Documents consultants must review:

- Resident fund records for at least one resident. APC ONLY
- Medication records for at least one resident.
- Fire drill records.
- E-scores for certified facilities. APC ONLY

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### ADJUSTMENT

When will additional documentation be reviewed?

- Consultants may review any document necessary to ensure rule compliance and resident quality of care.
- When non-compliance was cited in previous inspections or investigations, relevant documents will be reviewed.



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### ADJUSTMENT

APC ONLY

What happens when residents are not home?

- If residents are not home, and will not return before the inspection is completed, the inspection process will change.
- A full review of your documentation will occur to ensure we have sufficient information to determine rule compliance and resident quality of care.



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### ADJUSTMENT

What happens when residents are non-verbal?

- Consultants will interact with non-verbal residents in some manner.
- Consultants will speak with either a relative, guardian, case manager or other professional that interacts with the resident to help determine resident safety and quality of care.
- Your consultant may request contact information for these individuals.

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### **EXIT CONFERENCE**

- Offered at conclusion of an on-site inspection.
- Your consultant shares a summary of findings, conclusions, recommendations prior to writing a report.
- Provides licensee with opportunity to ask questions, provide additional information to licensing staff.

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ADULT FOSTER CARE AND  
HOMES FOR THE AGED

### **OKAY, I'M READY, WHAT'S NEXT?**

- Share this process with staff and residents so they know what to expect.
- Look over the Renewal Inspections brochure, available on the licensing website.



**RENEWAL  
INSPECTIONS**

A REFERENCE FOR AFCHFA LICENSEES

BY THE MI DPH DIVISION OF ADULT SERVICES

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### **Need more information?**

- [www.michigan.gov/afchfa](http://www.michigan.gov/afchfa)
- Contact your licensing consultant
- BCAL Central Office (517) 284-9727  
Mahtina Rubritius  
Jim Sinnamon

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