



IDAHO DEPARTMENT OF
HEALTH & WELFARE

C.L. "BUTCH" OTTER -- Governor
RICHARD M. ARMSTRONG -- Director

DEBRA RANSOM, R.N., R.H.I.T., Chief
BUREAU OF FACILITY STANDARDS
3232 Elder Street
P.O. Box 83720
Boise, ID 83720-0009
PHONE 208-334-6626
FAX 208-364-1888

February 6, 2015

Julie Hendern, Administrator
Family Hospice
2950 East Magic View Drive, Suite 192
Meridian, ID 83642

Provider #131556

Dear Ms. Hendern:

An unannounced on-site complaint investigation was conducted from February 4, 2015 to February 5, 2015 at Family Hospice. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00006850

Allegation #1: The Hospice agency closed down and stopped providing services to its remaining patients.

Findings #1: During the investigation, record reviews and interviews with staff were completed.

A list of current hospice patients was obtained. The list included 8 patients. The Administrator stated all of the agency's patients and/or family members, as well as their physicians, were notified of the agency's impending closure, as of 2/04/15. She stated 5 of the 8 patients were in the process of transfer to another local hospice agency. The receiving hospice agency was contact and confirmed this information.

The records of the 3 remaining patients were reviewed. All 3 patients had received a skilled nurse visit for the current week. Review of the records indicated the patients were currently stable and their needs were met.

Julie Hendern, Administrator
February 6, 2015
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During an interview on 2/05/15 at 9:00 AM, the Administrator stated 2 of the 3 remaining patients were in the process of transferring to another hospice agency. The Administrator stated the daughter of the remaining patient was aware the agency was closing and would make a decision regarding her choice of hospice agency by the following day.

Two RNs and 1 CNA were interviewed. All 3 stated they were currently seeing home health patients for the agency and were available to provide visits to the remaining hospice patients if necessary. One RN stated she was on-call for hospice patients after office hours.

On 2/04/15 at approximately 3:30 PM, a telephone interview was conducted with the pharmacy that provided medications to the agency's hospice patients. It was confirmed the hospice's contract for pharmaceutical services was in effect and medications would be delivered to hospice patients as needed.

The hospice agency notified patients and/or their family members and the patients' physicians of the agency's closure. The agency took steps to ensure a smooth transition to other agencies and provided necessary services to patients until the transfers were complete. Therefore, the allegation that the agency stopped providing services to its current patients could not be substantiated.

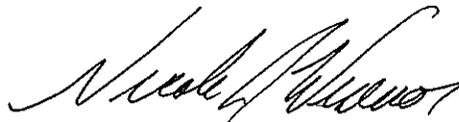
Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the allegations were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



GARY GUILLES
Health Facility Surveyor
Non-Long Term Care



NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

GG/pmt



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Dear Ms. Hendern:

An unannounced on-site complaint investigation was conducted from February 4, 2015 to February 5, 2015 at Family Hospice. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00006851

Allegation #1: The Hospice agency closed down and stopped providing services to its remaining patients.

Findings #1: During the investigation, record reviews and interviews with staff were completed.

A list of current hospice patients was obtained. The list included 8 patients. The Administrator stated all of the agency's patients and/or family members, as well as their physicians, were notified of the agency's impending closure, as of 2/04/15. She stated 5 of the 8 patients were in the process of transfer to another local hospice agency. The receiving hospice agency was contact and confirmed this information.

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Complaint #ID00006853

Allegation #1: The Hospice agency closed down and stopped providing services to its remaining patients.

Findings #1: During the investigation, record reviews and interviews with staff were completed.

A list of current hospice patients was obtained. The list included 8 patients. The Administrator stated all of the agency's patients and/or family members, as well as their physicians, were notified of the agency's impending closure, as of 2/04/15. She stated 5 of the 8 patients were in the process of transfer to another local hospice agency. The receiving hospice agency was contact and confirmed this information.

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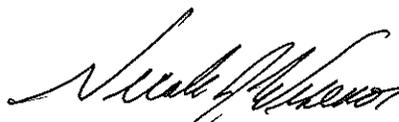
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