



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

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March 23, 2015

Robyn McDonald, Administrator  
Gentiva Health Services CdA  
12900 Foster Suite 400  
Overland Park, KS 66213-2696

Provider #137112

Dear Ms. McDonald:

An unannounced on-site complaint investigation was conducted from March 12, 2015 to March 13, 2015 at Gentiva Health Services CdA. The complaint allegation, findings, and conclusion are as follows:

**Complaint #ID00006824**

**Allegation:** The agency did not coordinate care with assisted living facilities.

**Findings:** An unannounced visit was made to the agency on 3/12/15 and 3/13/15. Ten medical records were reviewed of patients who resided in assisted living facilities (ALFs) and required wound care. Agency policies were reviewed, and patient and staff interviews were conducted. Surveyors also conducted 2 visits to ALFs to interview facility staff regarding coordination of care with the home health agency.

The policy "COORDINATION OF CARE/CASE CONFERENCES", undated, stated "Interdisciplinary personnel, internal as well as external to the Company, must maintain close communication to ensure that the patient receives coordinated, complimentary care that meets his or her needs and supports the objectives identified in the plan of care."

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All of the patient records reviewed included documentation that nursing services were provided consistent with patients' plans of care. The records also contained evidence that the plans of care and Senior Communication Logs (documentation of home health agency visits) were completed and faxed to ALFs.

During the two ALF visits, nursing staff from the facilities stated they were included when home health nurses conducted their visits. They stated agency staff kept them informed of patients' progress. One ALF had copies of home health plans of care and nursing notes. The other had documentation of coordination and stated the ALF nurse had been present when the agency nurse provided wound care.

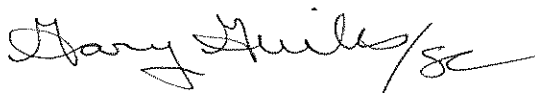
All ten records reviewed found nursing care to be consistent with physician's orders and standards of nursing practice.

The agency coordinated care with ALF staff.

**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



SYLVIA CRESWELL  
Co-Supervisor  
Non-Long Term Care

GG/pmt