



IDAHO DEPARTMENT OF
HEALTH & WELFARE

C.L. "BUTCH" OTTER – GOVERNOR
RICHARD M. ARMSTRONG – DIRECTOR

TAMARA PRISOCK – ADMINISTRATOR
DIVISION OF LICENSING & CERTIFICATION
JAMIE SIMPSON – PROGRAM SUPERVISOR
RESIDENTIAL ASSISTED LIVING FACILITY PROGRAM
P.O. Box 83720
Boise, Idaho 83720-0009
PHONE: 208-364-1962
FAX: 208-364-1888

November 01, 2015

Jenna Gove, Administrator
Pacifica Senior Living Coeur d'Alene
840 East Dalton Avenue
Coeur d'Alene, Idaho 83815

Provider ID: RC-1067

Ms. Gove:

On August 19, 2015, a complaint investigation survey was conducted at Pacifica Senior Living Coeur d'Alene. As a result of that survey, deficient practices were found. The deficiencies were cited at the following level(s):

- Core issues, which are described on the Statement of Deficiencies, and for which you have submitted a Plan of Correction.
- Non-core issues, which are described on the Punch List, and for which you have submitted evidence of resolution.

Your submitted evidence of resolution and plan of correction are being accepted by this office. Please ensure the corrections you identified are implemented for all residents and situations, and implement a monitoring system to make certain the deficient practices do not recur.

Thank you for your work to correct these deficiencies. Should you have questions, please contact Gloria Keathley, LSW, Health Facility Surveyor, Residential Assisted Living Facility Program, at (208) 364-1962.

Sincerely,

GLORIA KEATHLEY, LSW
Team Leader
Health Facility Surveyor

GK/sc

cc: Jamie Simpson, MBA, QMRP Supervisor, Residential Assisted Living Facility Program



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August 27, 2015

Jenna Gove, Administrator
Pacifica Senior Living Coeur d'Alene
840 East Dalton Avenue
Coeur d'Alene, Idaho 83815

Provider ID: RC-1067

Ms. Gove:

Based on the complaint investigation conducted by Department staff at Pacifica Senior Living Coeur d'Alene between August 17, 2015 and August 18, 2015, it has been determined that the facility failed to retain a licensed administrator for a period of more than 30 days.

This core issue deficiency substantially limits the capacity of Pacifica Senior Living Coeur d'Alene to furnish services of an adequate level or quality to ensure that residents' health and safety are protected. The deficiency is described on the enclosed Statement of Deficiencies.

You have an opportunity to make corrections and thus avoid a potential enforcement action. Correction of this deficiency must be achieved by . **We urge you to begin correction immediately.**

After you have studied the enclosed Statement of Deficiencies, please write a Plan of Correction by answering **each** of the following questions for **each** deficient practice:

- ♦ What corrective action(s) will be accomplished for those specific residents/personnel/areas found to have been affected by the deficient practice?
- ♦ How will you identify other residents/personnel/areas that may be affected by the same deficient practice and what corrective action(s) will be taken?
- ♦ What measures will be put into place or what systemic changes will you make to ensure that the deficient practice does not recur?
- ♦ How will the corrective action(s) be monitored and how often will monitoring occur to ensure that the deficient practice will not recur (i.e., what quality assurance program will be put into place)?
- ♦ By what date will the corrective action(s) be completed?

JENNA GOVE
August 27, 2015
Page 2 of 2

Return the **signed** and **dated** Plan of Correction to us by **September 7, 2015**, and keep a copy for your records. Your license depends upon the corrections made and the evaluation of the Plan of Correction you develop.

Pursuant to IDAPA 16.03.22.003.02, you have available the opportunity to question the core issue deficiency through an informal dispute resolution process. If you disagree with the survey report findings, you may make a written request to the Supervisor of the Residential Assisted Living Facility Program for an IDR meeting. The request for the meeting must be in writing and must be made within ten (10) business days of receipt of the Statement of Deficiencies. The facility's request must include sufficient information for Licensing and Certification to determine the basis for the provider's appeal, including reference to the specific deficiency to be reconsidered and the basis for the reconsideration request. If your request for informal dispute resolution is received more than ten (10) days after you receive the Statement of Deficiencies, your request will not be granted. Your IDR request must be made in accordance with the Informal Dispute Resolution Process. The IDR request form and the process for submitting a complete request can be found at www.assistedliving.dhw.idaho.gov under the heading of Forms and Information.

Please bear in mind that non-core issue deficiencies were identified on the punch list, a copy of which was reviewed and left with you during the exit conference. Your evidence of resolution (e.g., receipts, pictures, policy updates, etc.) for each of the non-core issue deficiencies is to be submitted to this office by **September 17, 2015**.

Our staff is available to answer questions and to assist you in identifying appropriate corrections to avoid further enforcement actions. Should you have any questions, or if we may be of assistance, please contact us at (208) 364-1962 and ask for the Residential Assisted Living Facility program. Thank you for your continued participation in the Idaho Residential Care Assisted Living Facility program.

Sincerely,



JAMIE SIMPSON, MBA, QMRP
Program Supervisor
Residential Assisted Living Facility Program

JS/sc

Core Items – Pacifica Senior Living – Coeur d’Alene

Survey Dates: 08/17/2015 through 8/18/2015

16.03.22.000 Initial Comments

The following deficiency was cited during the complaint investigation survey conducted, between 8/17/15 and 8/18/15, at your residential care/assisted living facility. The surveyors conducting the survey were:

Gloria Keathley, LSW
Team Coordinator
Health Facility Surveyor

Rae Jean McPhillips, RN, BSN
Health Facility Surveyor

16.03.22.215.03. Thirty Day Operation Limit

The facility may not operate for more than thirty (30) days without a licensed administrator.

Based on interview and record review it was determined the facility operated without a licensed administrator for greater than 30 days. The findings include:

On 8/14/15, documentation retained at Licensing and Certification was reviewed. A letter, dated 1/17/15, documented Licensing and Certification denied a variance request for the administrator at a “sister” facility, to be the administrator at the facility located on Dalton Avenue.

On 8/17/15 at 9:50 AM, Scott Gmeiner stated he was the executive director (ED) of the facility. He confirmed he did not have an administrator’s license. He stated, he became the ED on 2/23/15, and was told the administrator at a “sister” facility would be “overseeing” his facility until he obtained his administrator license.

On 8/18/15, the ED provided the survey team with a copy of a “termination form,” dated 11/12/14, which documented the former licensed administrator, was terminated on 11/12/14. The ED also provided documentation from the corporate office, which documented Susan Perkins, a “Senior Executive Director,” managed the facility from 11/11/14 through 12/1/14. The ED stated, he did not think she was licensed as an administrator for assisted living facilities in Idaho.

On 8/24/15, a search of the website for the Idaho Board of Occupational Licenses for Susan Perkins was conducted. There was no evidence that Susan Perkins was licensed as an administrator for assisted living facilities in Idaho.

The assisted living facility operated without a licensed administrator, from 11/12/14 until 8/18/15, a total of 279 days.

Plan Of Correction

In order to identify residents/personnel/area that may be affected by the deficient practice.

Pacifica Senior Living in Coeur d' Alene located 840 E. Dalton Ave, will continue to retain a licensed administrator to ensure that policies and procedures required in title 30 chapter 33, Idaho code and idapa16.03.22. "Residential Care or Assisted Living Facilities in Idaho," are implemented.

The facility administrator will be on site adequate hours to provide safe and adequate care of the resident to meet the terms in the care plans/Negotiated Service Agreement.

As of August 24th Jenna Gove was employees with Pacifica Senior Living as the new administrator/Executive Director., which will now meet the compliance rules and regulations of Idaho state Residential Care Facility guidelines.

Pacifica Senior Living do take the core deficiency extremely serious. We do want to meet the needs of our elderly in our community and be able to furnish their needs on an adequate level. We want to make sure the quality of their healthcare and personal needs are addressed up to s and beyond.

The corrective action for the specific resident/personnel/area found t be affected by the deficient practice of operating without a licensed administrator for 269 days was corrected on August 24th, 2015. Scott Gmeiner was let go from his current position as ED of Pacifica Senior Living at 840 E. Dalton Ave CDA Idaho .

Jenna Gove was immediately in place that same day August 24th, 2015. As the new Executive Director. License number #RCA-1950which expires 5/31/2016. In which Jenna Gove attended the summer 2015 conference for Administrators in which all CEUs were completed for the year of 2015 to keep her license current.

Having a licensed administrator at the facility full time will ensure that the safety, quality care as well as rules and regulations will be followed .

The measure that we have put into place to make sure this does not happen again, is that we have hired a full time administrator to reside at the property 40 hours a week.

The licensed administrator will keep a log book of the hours she/he is on site at the facility every week. Moving forward Pacifica will ensure that before hiring an Executive Director/ Administrator that the license is validated through the state of Idaho Bureau of Occupational Licensing.

Each new administrator will complete the necessary CEUs per year to keep their license in compliance with the state of Idaho.

The corrective actions were put into action on August 24, 2015.

Jenna M Gove
Plan of Correction
at 8/24/2015

Steele
9-29-15



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August 27, 2015

Jenna Gove, Administrator
Pacifica Senior Living Coeur d'Alene
840 East Dalton Avenue
Coeur d'Alene, Idaho 83815

Provider ID: RC-1067

Ms. Gove:

An unannounced, on-site complaint investigation was conducted at Pacifica Senior Living Coeur d'Alene between August 17, 2015 and August 18, 2015. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00006936

Allegation #1: Residents' medications were not given as ordered by their physicians.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.305.02.b for the facility not ensuring residents' medications were given as ordered. The facility was required to submit evidence of resolution within 30 days.

Allegation #2: The facility RN did not document an assessment was conducted when residents had changes of condition.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.305.03 for the RN not documenting an assessment was conducted when residents had changes in condition. The facility was required to submit evidence of resolution within 30 days.

Allegation #3: Residents were not given a 30 discharge notice.

Findings: Unsubstantiated. However, the facility was given technical assistance to provide discharged residents with a written list of skilled care facilities, or other assisted livings that might be appropriate, not just offering verbal assistance to locate another facility.

Allegation #4: The facility did not employ enough staff to meet the needs of the residents.

Findings: Unsubstantiated. Though the allegation may have occurred, it could not be determined during the complaint investigation due to conflicting information. However, the facility was cited at 16.03.22.730.02 for not maintaining employee records for 3 years.

Jenna Gove, Administrator

August 27, 2015

Page 2 of 2

If you have questions or concerns regarding our visit, please call us at (208) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,

A handwritten signature in black ink, appearing to read "Gloria Keathley".

GLORIA KEATHLEY, LSW
Health Facility Surveyor
Residential Assisted Living Facility Program

GK/sc



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Provider ID: RC-1067

Ms. Gove:

An unannounced, on-site complaint investigation was conducted at Pacifica Senior Living Coeur d'Alene between August 17, 2015 and August 18, 2015. During that time, observations, interviews or record reviews were conducted with the following results:

Complaint # ID00006984

Allegation #1: The facility did not have a licensed administrator for more than 30 days.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.215.03 for not having a licensed administrator for more than 30 days. The facility was required to submit a plan of correction within 10 days.

If you have questions or concerns regarding our visit, please call us at (208) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,

GLORIA KEATHLEY, LSW
Health Facility Surveyor
Residential Assisted Living Facility Program

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Ms. Gove:

An unannounced, on-site complaint investigation survey was conducted at Pacifica Senior Living Coeur d'Alene between August 17, 2015 and August 18, 2015. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00007073

Allegation #1: The facility did not have a licensed administrator for more than 30 days.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.215.03 for not having a licensed administrator for more than 30 days. The facility was required to submit a plan of correction within 10 days.

Allegation #2: Residents' negotiated service agreements did not clearly describe the services to be provided.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.320.01 for residents' negotiated service agreements not clearly describing services residents were to receive. The facility was required to submit evidence of resolution within 30 days.

If you have questions or concerns regarding our visit, please call us at (208) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,

GLORIA KEATHLEY, LSW
Health Facility Surveyor
Residential Assisted Living Facility Program

GK/sc