April 11, 2017

Joe Rudd Jr, Administrator
Life Care Center of Boise
808 North Curtis Road
Boise, ID  83706-1306

Provider #:  135038

Dear Mr. Rudd Jr:

On January 12, 2017, an unannounced on-site complaint survey was conducted at Life Care Center of Boise. The complaint was investigated during a Complaint Investigation Survey conducted January 11, 2017 to January 12, 2017.

Immediately after entering the facility, the survey team conducted a general tour of resident's rooms and common areas for overall cleanliness, odors, and equipment storage. Throughout the survey, four individual residents and all residents in general, were observed for residents' rights, medication administration, and discharge planning issues. Residents eating in the dining rooms or their own rooms were interviewed about food temperatures. In addition, facility staff was observed as they provided care, interacted with residents, and responded to residents' needs during medication administration and any other requests.

The clinical records of the identified resident and three other residents were reviewed for residents' rights, pharmacy services, and discharge planning issues. The facility's grievance files and Incident and Accident Reports were reviewed.

Interviews were conducted with multiple individual residents. Several direct care staff, including nurses, and nursing aides, were also interviewed, as well as the Director of Nursing Services, Social Worker, and Housekeeping Director.
The interviews included questions about discharge planning, facility cleanliness practices, room / roommate assignments, and medication administration issues.

The complaint allegations, findings and conclusions are as follows:

**Complaint #ID00007410**

**ALLEGATION #1:**

The facility moved a roommate into an identified resident's room without notification.

**FINDINGS:**

Based on interviews with residents and record reviews, there were no concerns identified with staff not providing prior notification to residents when room assignments were changed. The clinical record documented the identified resident was informed on July 8, 2016 that the facility would move her to a different room because the temperature was bothering the resident, however the identified resident would get a roommate eventually because of her semi-private room status. The record documented on November 10, 2016 the identified resident was informed she would be receiving a roommate the next day. In addition, the record documented the identified resident left against medical advice on November 11, 2016 before the roommate admitted to the facility.

Based on observations, interviews, and record reviews, the allegation could not be substantiated.

**CONCLUSIONS:**

Unsubstantiated. Lack of sufficient evidence.

**ALLEGATION #2:**

The facility refused to clean the identified resident's toilet.

**FINDINGS:**

Residents interviewed did not voice any concerns about their bathrooms not being cleaned on a consistent basis.

The Housekeeping Director stated the identified resident's room was cleaned twice a day and the staff would listen to the identified resident's concerns while she watched them clean the room. In addition, the identified resident's bathroom was repainted, the toilet re-caulked, and overall deep cleaned.
The Licensed Social Worker stated the identified resident was allowed to clean her own bathroom if she so requested.

The identified resident's clinical records documented a cleaning schedule of twice a day for housekeeping to clean the bathroom and her room.

Based on observation, interviews, and record review, the allegation could not be substantiated.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #3:

The complainant stated the facility did not provide medications in a timely manner.

FINDINGS:

Seven residents were observed receiving scheduled medications as ordered by the physician throughout the survey. Three nurses were observed on day shift providing fifteen different medications. The medications were delivered per physicians’ orders and scheduled times.

Residents interviewed did not voice concerns about late medications.

The identified resident's clinical records did not contain documentation that the resident received medications at unscheduled times, unless the resident requested not to be woken up.

Based on observations, interviews, and record reviews, the allegation could not be substantiated.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #4:

The complainant stated the facility had Hoyer lifts stored in the hallways that were difficult for residents to maneuver around.

FINDINGS:

Residents interviewed did not voice any concerns about access to, and through, the hallways.
Throughout survey, residents were observed moving freely down the halls and Hoyer lifts were off to one side of the hallway.

The Director of Nursing Services stated the Hoyer lifts were in the hallways on one side which helped decrease obstacles.

The identified resident's clinical records did not contain documentation that she discussed this concern with facility staff.

Based on observation, interviews, and record review, the allegation could not be substantiated.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #5:

The complainant stated food served in the dining room was cold.

FINDINGS:

Four individual residents and all other residents in general were observed at meal times in the dining room and hallways.

Residents did not voice concerns about the temperature of the food they received in the dining room.

Based on observations and interviews, the allegation could not be substantiated.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #6:

The complainant stated the hallways smelled of urine and feces.

FINDINGS:

Residents interviewed did not voice any concerns about odors in the hallways. They stated there was sometimes transient odors that staff addressed in a timely manner.
The facility hallways were observed throughout the survey and lingering odors were not detected.

The Housekeeping Director stated the facility was cleaned daily and as needed and air fresheners were used.

Based on observation and interviews, the allegation could not be substantiated.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #7:

The complainant stated the facility did not provide the identified resident all her medications upon discharge.

FINDINGS:

Based on interviews with residents and record reviews there were no concerns with staff not providing medication as ordered prior to discharge.

The Licensed Social Worker stated the identified resident did not want a roommate and decided to leave the facility Against Medical Advice. The Licensed Social Worker stated she reviewed the process with the resident and that medications would not be provided if she left Against Medical Advice.

The identified resident's clinical record documented on November 10, 2016 that she was informed she would receive a roommate the next day. The identified resident stated she did not want a roommate and would leave the facility if she was given one. The record documented on November 11, 2016, the Licensed Social Worker sat down with the identified resident to explain the Against Medical Advice process and that it would mean she would be unable to take medications with her if she left. The clinical record documented the identified resident signed papers to leave Against Medical Advice on November 11, 2016 and left the building.

Based on observations, interviews, and record reviews, the allegation could not be substantiated.

CONCLUSIONS:

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,

[Signature]

David Scott, R.N., Supervisor
Long Term Care

DS/lj
May 18, 2017

Joe Rudd Jr., Administrator
Life Care Center of Boise
808 North Curtis Road
Boise, ID 83706-1306

Provider #: 135038

Dear Mr. Rudd Jr.:

On January 12, 2017, an unannounced on-site complaint survey was conducted at Life Care Center of Boise. An onsite investigation was conducted from January 11, 2017 through January 12, 2017. Numerous observations were made throughout the facility; interviews were conducted with multiple residents, staff members and family members; and numerous clinical records, including that of the identified resident, were reviewed.

The complaint allegations or entity-reported incidents, findings and conclusions are as follows:

Complaint #ID00007379

ALLEGATION #1:

The facility failed to ensure an identified resident's wheelchair was properly secured during transportation to an external appointment.

FINDINGS:

Facility incident reports documented the identified resident reported to the facility on December 12, 2016 that he was experiencing back pain and said at the time that "years ago" he had been thrown off a public bus. When asked whether he/she was wearing his/her seatbelt at the time of the alleged incident involving facility transportation, the report documented the identified resident responded, he had been, "but I was jerked on the chair."
An x-ray report, dated December 12, 2015 documented the identified resident did not have a fracture or any other acute abnormality. The identified resident's clinical record documented he/she had refused all services and medications, including an appointment with a pain clinic.

A Nurse Practitioner stated on January 11, 2017 that there had not been an accident involving the identified resident and that there was no indication the identified resident had sustained a fractured spine while under the facility's care.

The facility's van driver stated he had secured the identified resident's wheelchair prior to the alleged incident.

The allegation could not be substantiated for lack of evidence.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #2:

The facility failed to ensure an identified resident was assessed and treated for back pain.

FINDINGS:

The identified resident received routine pain medications and was sent to the hospital on December 12, 2016 when he/she complained of back pain. The identified resident refused to see a physician at the pain clinic at the time of the complaint of pain.

The identified resident's nurse at the time he/she complained of pain stated she contacted the resident's physician with the concern and the Nurse Practitioner stated the identified resident refused to see physicians at the pain clinic.

This allegation could not be substantiated for lack of evidence.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #3:

The facility's Social Worker yelled at the identified resident and threatened to have the resident discharged.
FINDINGS:

Several care plan meetings had been conducted with the identified resident and the Social Services Assistant during which the identified resident was offered the opportunity to transfer to other facilities if he so wished. The resident refused all offers to arrange a transfer and the identified resident's Power of Attorney communicated his preference for the identified resident to remain at the facility.

There was no documentation in the clinical record regarding the Social Service Assistant yelling at- or threatening to discharge the identified resident.

This allegation could not be substantiated for lack of evidence.

ALLEGATION #4:

The facility's Social Service Assistant threatened and/or intimidated an identified resident.

FINDINGS:

Six staff members were interviewed and gave appropriate answers when questioned as to how to recognize and report abuse and/or neglect allegations.

There clinical record did not contain any documentation that the identified resident had reported feeling threatened or intimidated by the facility's Social Services Assistant.

The Licensed Social Worker and the Social Services Assistant stated the identified resident had not made such an allegation to either one of them.

This allegation could not be substantiated for lack of evidence.

CONCLUSIONS:

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,

David Scott, R.N., Supervisor
Long Term Care