December 28, 2017

Kathy Moore, Administrator
St Luke's Regional Medical Center
190 East Bannock Street
Boise, ID 83712-2577

Provider #130006

Dear Ms. Moore:

An unannounced on-site complaint investigation was conducted from December 26, 2017 to December 26, 2017 at St Luke's Regional Medical Center. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00007685

Allegation #1: Patient stated staff were abusive verbally during their interactions with her.

Findings #1: An unannounced complaint survey was conducted on 12/26/17. During the survey admissions and discharges for medical and surgical services, patient grievances, and Emergency Department patient logs were reviewed.

On 12/26/17, surveyors requested a list of the admissions and discharges for medical and surgical patients, patient grievances, and Emergency Department patient logs from 9/15/17 to 12/15/17. The lists were reviewed and the patient's name was not included on these lists.

A request was then made for the Emergency Department patient log from the Boise hospital for the same time period. The list was reviewed and the patient's name was not included on the list of patients seen in the Emergency Department for the time period requested.
There was no documentation the complainant was treated or admitted to the facility. Additionally, a review of Emergency Department patients evaluated at the Boise facility did not include documentation the patient was treated or admitted at that location. Therefore the allegations were unsubstantiated due to lack of evidence the patient was treated or admitted by the facility for the stated time period.

**Conclusion #1:** Unsubstantiated. Lack of sufficient evidence.

**Allegation #2:** Patient was not evaluated by a physician after admission to the hospital, prior to her discharge.

**Findings #2:** Refer to findings for Allegation #1

**Conclusion #2:** Unsubstantiated. Lack of sufficient evidence.

**Allegation #3:** Patient did not receive her home or pain medications when requested, nursing did not provide assistance when requested, and performed tests and procedures without her knowledge or consent.

**Findings #3:** Refer to Findings #1.

**Conclusion #3:** 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.

If you have any questions, comments or concerns, please contact Dennis Kelly, RN or Nicole Wisenor, Co-Supervisors, Non-Long Term Care at (208) 334-6626, option 4.

Sincerely,

Dennis Kelly, RN
DENNIS KELLY, RN, Supervisor
Non-Long Term Care

DK/pmt