June 21, 2018

Kate Fowler, Administrator
St. Luke's Regional Medical Center
190 East Bannock Street
Boise, ID 83712-2577

Provider #130006

Dear Ms. Fowler:

An unannounced on-site complaint investigation was conducted from June 19, 2018 at St. Luke's Regional Medical Center. The complaint allegation, findings, and conclusions are as follows:

Complaint #ID00007826

Allegation: The facility failed to respond to grievances.

Findings: An unannounced visit was made to the facility on 6/19/18. Staff and patients were interviewed. 13 medical records, facility policies, administrative documents, patients' rights and grievance information were reviewed.

A facility policy "Patient Complaint and Grievance Process," effective 12/31/15, stated:

"St. Luke's will address and resolve patient questions, concerns, complaints and grievances in a systematic, timely and effective manner in compliance with Medicare. Conditions of Participation (sic). The process allows opportunity for patients, their families, or advocates to seek and obtain an explanation and/or correction of a concern, complaint or grievance without concern that doing so will negatively affect their treatment in any manner."
"Grievance Resolution: In resolution of a grievance, the hospital is required to follow specific steps to ensure proper and complete resolution. The hospital will provide the patient, family member or customer with a written notice of its decision that contains the name of the hospital contact person, the steps taken on behalf of the patient to investigate the grievance, the results of the review process, and the date of completion."

"The ideal timeframe for completion is 7 calendar days. If more time is needed to complete the review, the suggested timeframe until completion is 30 days from receipt of the concern, complaint or grievance. More complex grievances may require more than 30 days to reach resolution."

The facility followed their grievance policy. Examples include:

1. One grievance reviewed was for a 33 year old female who was seen in the facility's ED on 7/31/17, with a diagnosis of migraines. The patient's mother filed a grievance with the facility on 7/31/17. The grievance was investigated and a resolution letter was mailed to the patient on 8/03/17.

2. A second grievance reviewed was for a 59 year old female who was admitted on 5/22/17, with a diagnosis of bursal cyst. She was discharged on 5/25/17. The patient filed a grievance with the facility on 5/22/17. The grievance was investigated and a resolution letter was mailed to the patient on 6/16/17.

3. A third grievance reviewed was for a 68 year old male who was admitted to the facility on 7/19/17, with a diagnosis of bile duct obstruction. He was discharged on 7/25/17. The patient's significant other filed a grievance with the facility on 7/19/17. The grievance was investigated and a resolution letter was mailed to the patient on 8/18/17.

4. A fourth grievance reviewed was for a 47 year old male who was admitted to the facility on 7/09/17, with a diagnosis of sepsis. He was discharged on 7/14/17. The patient filed a grievance with the facility on 7/09/17. The grievance was investigated and a resolution letter was mailed to the patient on 9/07/17.

5. A fifth grievance reviewed was for a 64 year old female who was admitted to the facility on 9/20/17, with a diagnosis of myocardial infarction. She was discharged on 10/31/17. The patient's family filed a grievance with the facility on 9/20/17. The grievance was investigated and a resolution letter was mailed to the patient on 1/17/18.
The Accreditation Manager and Risk Management Administrator were interviewed together on 6/19/18, beginning at 11:45 AM, and patient grievances were reviewed in their presence. 5 of the 13 sampled patients had identified and documented grievances. They confirmed there were no additional grievances and stated all grievances, no matter the source or reporting party, are investigated and resolved.

The Accreditation Manager and Risk Management Administrator were interviewed together a second time on 6/19/18, beginning at 3:30 PM. When asked to explain their process in resolving grievances which were reported from a third party, they stated the facility policy would be followed and the resolution of the grievance would be provided to the patient.

The facility responded to grievances. Therefore, the allegation was unsubstantiated due to lack of sufficient evidence.

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

As none of the allegations were substantiated, no response is necessary. Thank you for the courtesies extended to us during the survey. 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, Supervisor
Non-Long Term Care

DK/pmt