

C.L. "BUTCH" OTTER - Governor RUSSELL S. BARRON- Director TAMARA PRISOCK—ADMINISTRATOR
DIVISION OF LICENSING & CERTIFICATION
DEBBY RANSOM, R.N., R.H.I.T. -- Chief
BUREAU OF FACILITY STANDARDS
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P.O. Box 83720-0009
Boise, Idaho 83720-0009
PHONE: (208) 334-6626
FAX: (208) 364-1888
E-mail: fsb@dhw.idaho.gov

August 24, 2018

Lari Storro, Administrator Liberty Dialysis Sandpoint 1210 Washington Ave Sandpoint, ID 83864

RE: Liberty Dialysis Sandpoint, Provider #132522

Dear Ms. Storro:

This is to advise you of the findings of the Medicare survey of Liberty Dialysis Sandpoint, which was conducted on August 17, 2018.

Enclosed is a Statement of Deficiencies/Plan of Correction Form CMS-2567, listing Medicare deficiencies. In the spaces provided on the right side of each sheet, please provide a Plan of Correction. It is important that your Plan of Correction address each deficiency in the following manner:

### An acceptable plan of correction (PoC) contains the following elements:

- Action that will be taken to correct each specific deficiency cited;
- Description of how the actions will improve the processes that led to the deficiency cited;
- The plan must include the procedure for implementing the acceptable plan of correction for each deficiency cited;
- A completion date for correction of each deficiency cited must be included;
- Monitoring and tracking procedures to ensure the PoC is effective in bringing the ESRD into compliance, and that the ESRD remains in compliance with the regulatory requirements;
- The plan must include the title of the person responsible for implementing the acceptable plan of correction; and

Lari Storro, Administrator August 24, 2018 Page 2 of 2

• The administrator's signature and the date signed on page 1 of the Form CMS-2567.

After you have completed your Plan of Correction, return the original to this office by **September 6, 2018,** and keep a copy for your records.

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,

NICOLE WISENOR, Supervisor

Non-Long Term Care

NW/pmt Enclosures

PRINTED: 08/24/2018

		AND HUMAN SERVICES			P		1: 08/24/2018 1: APPROVED
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	recertification surve	ency was cited during the ey at your facility from 6/25/18 - eyor conducting the survey			ľ		
	Trish O'Hara, RN, I	HFS					
	Acronyms used in t	his report include;	! !				
V 634	RN - Registered No QAPI-INDICATOR- INJURIES/ERROR	oom modialysis Technician ilysis ance and Improvement irse MEDICAL S	V 6	534			;
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	Based on review of staff interview, it was to ensure accurate gathered and analy impacted 3 of 5 ICI	is not met as evidenced by: If records, incident reports, and es determined the facility failed patient incident data was rzed. This failure directly HD patients (Patients #1, #2, prds were reviewed, and had					
LABORATOR	Y DIRECTOR'S OR PROVI	DERISHPPLIER REPRESENTATIVE'S SIG	NATURE		TITLE		(XG) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient projection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date those documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

FORM CMS-2567(02-99) Previous Versions Obsolete

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Facility ID: 132522

PRINTED: 08/24/2018 DEPARTMENT OF HEALTH AND HUMAN SERVICES FORM APPROVED CENTERS FOR MEDICARE & MEDICAID SERVICES OMB NO. 0938-0391 STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED A. BUILDING 132522 B. WING 08/17/2018 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 1210 WASHINGTON AVE LIBERTY DIALYSIS - SANDPOINT SANDPOINT, ID 83864 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X4) ID (X5) COMPLETION (FACH DEPICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION) PREFIX PREFIX (EACH CORRECTIVE ACTION SHOULD BE TAG CHOSS-REFERENCED TO THE APPROPRIATE DATE DEFICIENCY) V 634 | Continued From page 1 V 634 the potential to impact all patients in the facility. Failure to gather and analyze accurate incident report information significantly impeded the facility's ability to develop and implement appropriate corrective action plans necessary to minimize the potential for incidents to reoccur. The findings include: Adverse occurrences were not reported, as follows: - Patient #2 was an 81 year old male. His physician ordered dialysis prescription, dated 5/31/18, included Heparin (an anticoagulation medication) to be administered per machine pump at a rate of 1000 units/hour for his 4 hour treatment, for a total of 4000 units. Patient #2's 7/12/18 treatment sheet documented a total Heparin pump dose given as 3600 units. His 7/19/18 treatment sheet documented a total Heparin pump dose given as 2000 units, His 8/02/18 treatment sheet documented a total Heparin pump dose given as 3000 units. No medication error reports could be found for , these events. In an interview on 8/17/18 at 9:00 AM, the clinical manager said the dose documented was manually entered into the record and the discrepancies could be due to incorrect entry or incorrect manual calculation.

 Patient #6 was a 60 year old female. Her physician ordered dialysis prescription included Heparin to be administered per machine pump at

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	8/5/18. He returne: Heparin was order	d using PD from 7/28/18 - ed to ICHD on 8/06/18. His red as 7600 units/hour per his 4 hour treatment, for a tota					· :
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NAME OF PROVIDER OR SHIPPURR  LIBERTY DIALYSIS - SANDPOINT  1210 WASHINGTON AVE SANDPOINT, ID 83864  (CACH DEFICIENCY MIST HIS PRECEDED BY FILL TAG.)  TAG.  V 634 Continued From page 4 from the PD program on 8/06/18 and his Heparin pump dose order had been incorrectly entered into the EMR. She said the order should have been entered as 1000 units/hour rather than 7600 units/hour.  Further, Patient #1 had a PD catheter surgically repositioned on 8/08/18 treatment discontinued without problem; Per pl and wife, he wants to be dic from bx dif bleeding. He wants to go to ER. RN aware."  The RN documented "x diced pt sent to bgh er per dir order, diced v/s stable." There was no further documentation.  In an interview on 8/17/18 at 11:00 AM, the PCT said Patient #1 had experienced profuse bleeding from his PD catheter surgical site hat staff could not stop. She said the patient had been transported to the local hospital via simbulance. The RN was not available for interview.  No adverse occurrences were not recognized and reported to the QAI committee for review.	CENTER		AND HUMAN SERVICES  & MEDICAID SERVICES  (X1) PROVIDER/SUPPLIER/GLIA IDENTIFICATION NUMBER:	, ,		CONSTRUCTION	OMB NO	1 APPROVED 2 0938-0391 I'C SURVEY MPLETED			
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#### E006

The Director of Operations reviewed the Guidelines for Emergency Preparedness, with the Facility Administrator on 8/28/2018. On 08/30/18 the Facility Administrator held a staff meeting with all In-Center and Home staff on the following policies:

- FMS-CS-IC-II-130-014A Emergency Preparedness Policy
- FMS-CS-IC-II-130-014D1 Facility Specific Disaster Safety Plan form

#### Educational emphasis was placed on:

- The Interdisciplinary Team (including the Medical Director) led by the Director of Operations or Area Manager will
  annually complete the Hazard Vulnerability Assessment (HVA) spreadsheet identifying hazardous events that may
  affect clinic operations.
- On 8/28/2018 the HVA was updated to include the local logging company as a fire hazard. This was placed in the Emergency Preparedness binder.

For those direct patient care staff that were not in attendance at the staff meeting, a 1:1 educational in-service was delivered on 08/29/18.

Effective 9/1/2018 the Facility Administrator will audit quarterly the emergency plan, ensuring that all paperwork is not outdated, utilizing the Clinical practice audits for emergency preparedness. The Governing Body has determined this will be an ongoing audit of the emergency plan, to be reported in the Quality Assessment and Improvement meeting on a quarterly basis.

Any ongoing non-compliance by staff, per the Conditions for Coverage and the Fresenius Kidney Care policy, will be addressed with corrective action as appropriate.

The Facility Administrator is responsible to review, analyze, and trend all data and Monitor/Audit results as related to this Plan of Correction prior to presenting to the Quality Assessment Improvement Committee monthly.

The Director of Operations is responsible to present the status of the Plan of Correction and all other actions taken toward the resolution of the deficiencies at each Governing Body meeting through to the sustained resolution of all identified issues.

The Quality Assessment Improvement Committee is responsible to provide oversight, review finders, and take actions as appropriate.

The Governing Body is responsible to provide oversight to ensure the Plan of Correction, as written to address the issues identified by the Statement of Deficiency, is effective and is providing resolution of the issues.

The in-service sheets are available in the clinic for review.

The Facility Administrator is responsible for overall compliance.

The deficiency was corrected on 9/16/2018

#### Fresenius Medical Care Dba Plan of Correction for Sandpoint Medicare ESRD Recertification Survey

Date of Survey: 8/17/2018

#### E031

The Director of Operations reviewed the Guidelines for Emergency Preparedness, with the Facility Administrator on 8/28/2018. On 08/30/18 the Facility Administrator held a staff meeting with all In-Center and Home staff on the following policies:

- •FMS-CS-IC-II-130-014A Emergency Preparedness Plan Policy •FMS-CS-IC-II-130-013 D3 Patient Emergency Contact List
- •FMS-CS-IC-II-130-013- D3 Staff Emergency Contact Information
- ◆FMS-CS-IC-II-130-013D2 Facility Emergency Information Directory

Educational Emphasis was placed on:

- •Create and maintain staff, patient and facility emergency information contact lists
- •Quarterly, the Facility Administrator or designee will review and update: The FKC Facility Emergency Information Directory •Quarterly, the Facility Administrator will review and update: Patient Emergency Contact List, and Staff Emergency Contact Information, update the patient roster.
  - On 8/28/2018 the county emergency numbers were added to the information numbers list.
  - All direct patient care and non-direct patient care staff are given this information during orientation and reminded during annual staff meetings.

For those direct patient care staff that were not in attendance at the staff meeting, a 1:1 educational in-service was delivered on 08/29/18.

Effective 9/1/2018 the Facility Administrator will perform an audit quarterly of the emergency plan, ensuring that all contact information for staff and patients are not outdated. The Governing Body has determined this will be an ongoing audit of the emergency plan, to be reported in the Quality Assessment and Improvement meeting on a quarterly basis.

Any ongoing non-compliance by staff, per the Conditions for Coverage and the Fresenius Kidney Care policy, will be addressed with corrective action as appropriate.

The Facility Administrator is responsible to review, analyze, and trend all data and Monitor/Audit results as related to this Plan of Correction prior to presenting to the Quality Assessment Improvement Committee monthly.

The Director of Operations is responsible to present the status of the Plan of Correction and all other actions taken toward the resolution of the deficiencies at each Governing Body meeting through to the sustained resolution of all identified issues.

The Quality Assessment Improvement Committee is responsible to provide oversight, review finders, and take actions as appropriate.

The Governing Body is responsible to provide oversight to ensure the Plan of Correction, as written to address the issues identified by the Statement of Deficiency, is effective and is providing resolution of the issues.

The in-service sheets are available in the clinic for review.

The Facility Administrator is responsible for overall compliance.

#### E033

The Director of Operations reviewed the Guidelines for Emergency Preparedness, with the Facility Administrator on 8/28/2018. On 08/30/18 the Facility Administrator held a staff meeting with all In-Center and Home staff on the following policies:

- •FMS-CS-IC-II-130-014A Emergency Preparedness Plan Policy
- •FMS-CS-IC-II-130-013 D3 Patient Emergency Contact List
- •FMS-CS-IC-II-130-013- D3 Staff Emergency Contact Information
- •FMS-CS-IC-II-130-013D2 Facility Emergency Information Directory

Educational Emphasis was placed on:

- •The facility developed a communication plan for all patients (in-center and home) for sharing of patient information. This has been placed into the emergency plan binder.
  - •All dialysis patient's demographics, orders, and transfer sheets will be located in the emergency binder located in the Crash Cart. These will be updated quarterly with new information, and monthly with new admissions.
- •Create and maintain staff, patient and facility emergency information contact lists
- Quarterly, the Facility Administrator or designee will review and update: The FKC Facility Emergency Information Directory
- •Quarterly, the Facility Administrator will review and update: Patient Emergency Contact List, and Staff Emergency Contact Information, update the patient roster.
  - On 8/31/2018 all information was updated with new orders, and current patient information, for both in-center and home patients.
  - All direct patient care and non-direct patient care staff are given this information during orientation and reminded during annual staff meetings.

For those direct patient care staff that were not in attendance at the staff meeting, a 1:1 educational in-service was delivered on 08/29/18.

Effective 9/1/2018 the Facility Administrator will perform an audit quarterly of the emergency plan, ensuring that all contact information for staff and patients are not outdated. The Governing Body has determined this will be an ongoing audit of the emergency plan, to be reported in the Quality Assessment and Improvement meeting on a quarterly basis.

Any ongoing non-compliance by staff, per the Conditions for Coverage and the Fresenius Kidney Care policy, will be addressed with corrective action as appropriate.

The Facility Administrator is responsible to review, analyze, and trend all data and Monitor/Audit results as related to this Plan of Correction prior to presenting to the Quality Assessment Improvement Committee monthly.

The Director of Operations is responsible to present the status of the Plan of Correction and all other actions taken toward the resolution of the deficiencies at each Governing Body meeting through to the sustained resolution of all identified issues.

The Quality Assessment Improvement Committee is responsible to provide oversight, review finders, and take actions as appropriate.

The Governing Body is responsible to provide oversight to ensure the Plan of Correction, as written to address the issues identified by the Statement of Deficiency, is effective and is providing resolution of the issues.

The in-service sheets are available in the clinic for review.

The Facility Administrator is responsible for overall compliance.

### Fresenius Medical Care Dba Plan of Correction for Sandpoint

Medicare ESRD Recertification Survey Date of Survey: 8/17/2018

#### E034

The Director of Operations reviewed the Guidelines for Emergency Preparedness, with the Facility Administrator on 8/28/2018. On 08/29/18 the Facility Administrator held a staff meeting with all In-Center and Home staff on the following policies:

- FMS-CS-IC-II-130-001A FMS Annual Facility Local Disaster Management Agency Contact Information Plan Policy
- FMS-CS-IC-II-130-001C FKC Annual Facility Local Disaster Management Agency Contact Information Plan
- FMS-CS-IC-II-130-001D1 Annual Notification Requirement Letter
- FMS-CS-IC-II-130-001D2 Local Emergency Operations Center Annual Contact Confirmation Form

#### Education emphasis was placed on:

- The facility developed a communication plan for all patients (in-center and home) for sharing of patient information.
   This has been placed into the emergency plan binder.
- All dialysis patient's demographics, orders, and transfer sheets will be located in the emergency binder located in the Crash Cart. These will be updated quarterly with new information, and monthly with new admissions.
- 8/31/18 Facility Administrator will re contact Local contact with the EOC to include what elements in the facility we
  have in cooperation with the county emergency team.
- Ensure Facility Administrators, Director of Operations, Clinic Manager perform the annual contact to Local Disaster Management.

For those direct patient care staff that were not in attendance at the staff meeting, a 1:1 educational in-service was delivered on 08/29/18.

Effective 9/1/2018 the Facility Administrator will audit quarterly the emergency plan, ensuring that all paperwork is not outdated, utilizing the Clinical practice audits for emergency preparedness. The Governing Body has determined this will be an ongoing audit of the emergency plan, to be reported in the Quality Assessment and Improvement meeting on a quarterly basis.

Any ongoing non-compliance by staff, per the Conditions for Coverage and the Fresenius Kidney Care policy, will be addressed with corrective action as appropriate.

The Facility Administrator is responsible to review, analyze, and trend all data and Monitor/Audit results as related to this Plan of Correction prior to presenting to the Quality Assessment Improvement Committee monthly.

The Director of Operations is responsible to present the status of the Plan of Correction and all other actions taken toward the resolution of the deficiencies at each Governing Body meeting through to the sustained resolution of all identified issues.

The Quality Assessment Improvement Committee is responsible to provide oversight, review finders, and take actions as appropriate.

The Governing Body is responsible to provide oversight to ensure the Plan of Correction, as written to address the issues identified by the Statement of Deficiency, is effective and is providing resolution of the issues.

The in-service sheets are available in the clinic for review.

The Facility Administrator is responsible for overall compliance.

#### E039

The Director of Operations reviewed the Guidelines for Emergency Preparedness, with the Facility Administrator on 8/28/2018. On 08/30/18 the Facility Administrator held a staff meeting with all In-Center and Home staff on the following policies:

- FMS-CS-IC-II-130-014A Guidelines for Emergency Preparedness Policy
- FMS-CS-IC-II-130-014D1 Facility Specific Disaster Safety Plan Form

#### Education emphasis was placed on:

- On 9/27/2018 Facility will re hold the Table Top Drill on Loss of water, all staff will participate in active drill.
- Facility has scheduled 2<sup>nd</sup> Table Top Drill on Bomb threat for 10/25/2018.
- Facility Administrator is working with the Local Police Department to finalize a date for a Community wide disaster drill on an Active Shooter this fall.
- Ensure Facility participates in 2 Table top drills a year Documented in eQuip for the Quality Assessment Improvement Meeting.
- Ensure Facility participates in 1 Community Drill a year, Documented in eQuip for the Quality Assessment Improvement Meeting.

For those direct patient care staff that were not in attendance at the staff meeting, a 1:1 educational in-service was delivered on 08/29/18.

On 09/04/18, Facility administrator held a Governing Body meeting with the schedule of the proposed dates for the 2 Table Top Drills and Community Drill. The Facility Administrator will conduct semi-annual audits utilizing the emergency preparedness checklist in the Clinical Practice Audits. The Governing Body has determined the facility will continue on-going frequency of the 2 Table Top Drills and the 1 Community Based Drill. This will be discussed in the Quality Assessment Improvement meetings. Further discussion will follow the Quality Assessment Improvement meeting calendar on a semi-annual basis.

Any ongoing non-compliance by staff, per the Conditions for Coverage and the Fresenius Kidney Care policy, will be addressed with corrective action as appropriate.

The Facility Administrator is responsible to review, analyze, and trend all data and Monitor/Audit results as related to this Plan of Correction prior to presenting to the Quality Assessment Improvement Committee monthly.

The Director of Operations is responsible to present the status of the Plan of Correction and all other actions taken toward the resolution of the deficiencies at each Governing Body meeting through to the sustained resolution of all identified issues.

The Quality Assessment Improvement Committee is responsible to provide oversight, review finders, and take actions as appropriate.

The Governing Body is responsible to provide oversight to ensure the Plan of Correction, as written to address the issues identified by the Statement of Deficiency, is effective and is providing resolution of the issues.

The in-service sheets are available in the clinic for review.

The Facility Administrator is responsible for overall compliance.

#### V634

On 8/30/2018, the Facility Administrator, held a staff meeting with all In-center and Home staff and reinforced the expectations and responsibilities of the facility staff on Policies:

FMS-CS-IC-I-101-001A

Quality Assessment and Performance Improvement Program (QAPI) Policy

FMS-CS-IC-II-165-001A

Patient Adverse Event Policy

#### Educational Emphasis was placed on staff practice:

- Learning Modules System: Adverse Event Training, has been assigned to all staff, to ensure the knowledge of what is an adverse event. Completion of module will be completed by 9/16/2018.
- Ensure complete documentation in accordance with Quality Assessment Improvement and Adverse Event Policies are followed.
- Ensure adverse event is documented in patient health record.
- Ensure event has been entered into the Adverse Event Summary for Hemodialysis or Peritoneal Dialysis.
- Ensure Facility Administrator is notified of Adverse Event.
- Ensure the Quality Assessment and Performance Improvement Program held monthly, Reviews and evaluates each individual Adverse Event.
- Ensure Trending patient safety, outcome, and ways to prevent said event if applicable in Quality Assessment and Improvement.
- If trend is found, Root Cause Analysis is completed, and documented in Quality Assessment Improvement.
- Action plans will be created to work and update the process of the analysis and the progress of initiations.

For those Direct Patient Care staff that were not in attendance at the staff meeting, were given a 1:1 educational in-service by 08/29/18.

Effective 9/1/2018, Facility Administrator or designee will conduct Bi-weekly preparation for Quality Assessment Improvement using equip adverse event entry log tool with documentation of checking Adverse Events from Staff. Quality Assessment Improvement minutes to include a greater focus on adverse events and their outcomes for the next 6 Months. This will be completed utilizing the Audit Tool for QAI prep Adverse Events.

Effective 9/1/2018, Facility Administrator or designee will conduct treatment sheet audits on 1 shift of treatment sheets 3 times a week for 4 weeks. These audits will be over multiple days, and shifts to ensure that each patient and staff member are audited on documentation and reporting of Adverse Events. This will be completed utilizing the Audit Tool for Treatment Sheets.

Effective 9/1/2018, Facility Administrator or designee will conduct review of 50% of PD treatment sheets a month, for 3 months, to ensure that documentation and reporting of Adverse Events. This will be completed utilizing the Audit Tool for Treatment Sheets. The Governing Body will determine on-going frequency of the audits based on compliance. Once 100% compliance is sustained monitoring will be done through the equip Adverse Event entry log Audit per the Quality Assessment Improvement Calendar, 3 times a month basis.

Any ongoing non-compliance by staff, per the Conditions for Coverage and the Fresenius Kidney Care policy, will be addressed with corrective action as appropriate.

The Facility Administrator is responsible to review, analyze, and trend all data and Monitor/Audit results as related to this Plan of Correction prior to presenting to the Quality Assessment Improvement Committee monthly.

The Director of Operations is responsible to present the status of the Pan of Correction and all other actions taken toward the resolution of the deficiencies at each Governing Body meeting through to the sustained resolution of all identified issues.

The Quality Assessment Improvement Committee is responsible to provide oversight, review findings, and take actions as appropriate.

The Governing Body is responsible to provide oversight to ensure the Plan of Correction, as written to address the issues identified by the Statement of Deficiency, is effective and is providing resolution of the issues.

The in-service sheets are available in the clinic for review.

Facility Administrator is responsible for overall compliance.