

## HEALTH & WELFARE

C.L. "BUTCH" OTTER – Governor RICHARD M, ARMSTRONG – Director

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February 5, 2008

Kathy Fencl, Administrator Streamside Assisted Living 1355 Edgewater Circle Nampa, ID 83686

Dear Ms. Fencl:

On January 28, 2008, a complaint investigation survey was conducted at Streamside Assisted Living. The survey was conducted by Diane Schafer, RD and Sydnie Braithwaite, RN. This report outlines the findings of our investigation.

## Complaint # ID00003378

Allegation #1:

On January 20, 2008 at lunch time, the facility served residents undercooked chicken.

Findings:

On January 28, 2008 at 11:22 a.m., the cook on duty was interviewed. She stated she always served chicken after it had reached an internal temperature of at least 160 degrees. She also stated she never re-served residents on a dirty plate. If the chicken she was serving "ran pink," she would not serve it and would offer residents an alternative instead.

On January 28, 2008, 3 random residents were interviewed. None of them remembered ever eating any type of meat that was undercooked.

On January 28, 2008, two cooks who were on duty on January 20, 2008 were interviewed by phone and they both stated they cook chicken to 165 degrees or above; they would not serve it if they suspected the chicken to be undercooked, but would offer the alternative choice.

Conclusion:

Unsubstantiated. Although it may have occurred, it could not be determined during the complaint investigation.

Allegation #2:

The facility did not act appropriately when residents presented with signs and symptoms of foodborne illness.

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Findings:

On January 28, 2008 at 11:55 A.M., a random caregiver was interviewed. She stated the facility nurse was immediately notified whenever a resident had nausea, vomiting, and/or diarrhea.

On January 28, 2008 between 11:40 a.m. and 12:45 p.m., four random residents were interviewed. One stated he had not been ill recently but stated "someone was sick." 3 female residents were interviewed prior to the lunch meal. One stated she had "terrible" stomach pains and dry heaves recently and the symptoms lasted 2-3 days. She did not go to her physician but "took some Tums". Two other female residents said they had "flu symptoms" for a few days but they did not see their physician. They kept drinking fluids and the symptoms eventually subsided.

On January 28, 2008 at 2:30 p.m., the facility RN was interviewed by phone. She stated she received two phone calls from facility staff stating that residents were experiencing "flu-like" symptoms. She advised the caregivers to contact the residents' family member to see what they wanted the staff to do.

On January 28, 2008 at 2:45 p.m., the administrator was interviewed. She stated she would always notify the local health department if there was any suspicion of residents becoming ill due to a foodborne illness. One of their residents complained of flu-like symptoms about a week before the alleged incident. Then some of the other residents became ill with symptoms of nausea and diarrhea a few days later. Because the residents did not experience their symptoms at the same time, she was not suspicious of a foodborne illness. The facility nurse was contacted by the caregivers when the symptoms started. The facility "hydrated" those residents who were ill. They did not contact a physician as the residents who had been sick recovered after a few days

Conclusion:

Unsubstantiated. Although it may have occurred, it could not be determined during the complaint investigation.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report. Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,

SYDNIE BRAITHWAITE, RN

Team Leader

Health Facility Surveyor

Residential Community Care Program

Jamie Singson for

SB/sc

c:

Jamie Simpson, MBA, QMRP, Supervisor, Residential Community Care Program Sydnie Braithwaite, RN, Health Facility Surveyor