

HEALTH & WELFARE

C.L. "BUTCH" OTTER - Governor RICHARD M. ARMSTRONG - Director LESLIE M. CLEMENT - Administrator DIVISION OF MEDICAID Post Office Box 83720 Boise, Idaho 83720-0036 PHONE: (208) 334-6626 FAX: (208) 364-1888

August 18, 2010

Jason Fletcher, Administrator Ashley Manor - Midland, Ashley Manor LLC 67 South Midland Boulevard Nampa, ID 83651

Dear Mr. Fletcher:

On July 6, 2010, a complaint investigation survey was conducted at Ashley Manor - Midland, Ashley Manor LLC. The survey was conducted by Maureen McCann, RN; and Donna Henscheid, LSW. This report outlines the findings of our investigation.

Complaint # ID00004530

Allegation:

The facility nurse was not available to monitor an identified resident's medications.

Findings:

Substantiated. The facility was cited at IDAPA 16.03.22.300.02 for the facility nurse not following up on an identified resident's psychotropic medication review per the physician's request.

Complaint # ID00004629

Allegation #1:

Unlicensed assistive staff were assessing and diagnosing urinary tract infections.

Findings #1:

A fax, dated April 26, 2010, from the facility to the physician's office documented, "[resident name] has a UTI. We just did a urinalysis dip screen on her...." The fax was signed, "per RN [nurse name]."

On June 23, 2010, at 2:45 p.m., the house manager stated she sent the above fax after speaking with the facility's RN.

On June 23, 2010, at 3:05 p.m., the facility RN stated she instructed the house manager to send the above fax to the physician's office after discussing the resident's symptoms with her.

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Unsubstantiated. Although the allegation may have occurred, it could not be verified during the complaint investigation. However, the facility was provided technical assistance regarding the physician's right to determine who he receives a request for orders from as well as to who he will give orders.

Allegation #2: Unlicensed assistive staff were calling and faxing the physician's office requesting orders.

Findings #2: Substantiated. However, the facility was not cited as there was not a state rule regarding unlicensed assistive staff calling or faxing the physician's office requesting orders. The facility was provided technical assistance regarding the physician's right to determine who he receives a request for orders from as well as to who he will give orders.

If you have questions or concerns regarding our visit, please call us at (208) 334-6626. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,

MAUREEN MCCANN, RN

Health Facility Surveyor

Residential Assisted Living Facility Program

MM/sm

cc: Jamie Simpson, MBA, QMRP, Supervisor, Residential Assisted Living Facility Program

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