



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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March 18, 2011

Denise Hall, Administrator
Streamside Assisted Living
1355 South Edgewater Circle
Nampa, ID 83686

Dear Ms. Hall:

An unannounced, on-site complaint investigation survey was conducted at Streamside Assisted Living from March 9, 2011, to March 11, 2011. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00004883

Allegation #1: Medications were not available in facility.

Findings #1: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.305.02 for not having medications available in the facility for all current medication orders. The facility was required to submit evidence of resolution within 30 days.

Allegation #2: Medication documentation was inaccurate.

Findings #2: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.711.08.b for inaccurate medication documentation. The facility was required to submit evidence of resolution within 30 days.

Allegation #3: An unlicensed caregiver was repackaging medications.

Findings #3: On 3/10/11, medications were observed in the medication cart. Medications had labels from pharmacies. None were observed to have handwritten information on the packaging.

On 3/9/11 through 3/11/11, four medication aides stated caregivers did not repackage resident's medications. They stated the nurse repackaged medications. Additionally, they stated they had never witnessed a caregiver repackaging medications. The medication aide supervisor stated the pharmacy or facility nurse packaged the medications. The administrator stated the facility RN was the only one that could repackage medications.

Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

Allegation #4: Resident rooms had offensive odors.

Denise Hall, Administrator

March 18, 2011

Page 2 of #

- Findings #4: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.250.09 for residents' rooms having offensive odors. The facility was required to submit evidence of resolution within 30 days.
- Allegation #5: Controlled substance documentation was messy.
- Findings #5: Unsubstantiated. Although the documentation had excessive items crossed out and re-written, all narcotic medications were accounted for and the counts were correct. As there are no IDAPA rules regarding "messy" documentation, the facility was not cited. However, this issue was brought to the attention of the facility nurse.
- Allegation #6: The facility was not kept in a clean manner.
- Findings #6: Between 3/9/11 and 3/11/11, forty-nine resident rooms were observed to be neat and clean. Further, the facility's common areas were observed to be neat and clean.
- Between 3/9/11 and 3/11/11, eighteen residents stated staff were typically good at keeping their rooms cleaned. They further stated, the staff cleaned their rooms once weekly and as needed. A few residents stated they would like to have their rooms deep cleaned more often.
- Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

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,



Gloria Keathley
Health Facility Surveyor
Residential Assisted Living Facility Program

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

