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IDAHO DEPARTMENT OF

HEALTH & WELFARE

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

DEBRA RANSOM, R.N.,R.H.I.T., Chief
BUREAU OF FACILITY STANDARDS
3232 Elder Street
P.O. Box 83720
Boise, ID 83720-0009
PHONE 208-334-6626
FAX 208-364-1888

June 3, 2011

Sue Pendlebury, Administrator
Gate City Dialysis Center
2001 Bench Road
Pocatello, ID 83201-2033

Provider #132506

Dear Ms. Pendlebury:

On May 26, 2011, a complaint survey was conducted at Gate City Dialysis Center. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00005052

ALLEGATIONS: The dialysis facility does not have a medical director.

FINDINGS: An unannounced visit was made on May 23, 2011. Facility agreements and physician correspondence were reviewed with the following results:

An agreement for the provision of medical director services for the dialysis unit, between a physician and the corporate owner of the dialysis facility, was signed by both parties on November 11, 2009. The length of this contract was ten (10) years.

A clause in the above-mentioned contract addressed the provision of medical director services to the dialysis facility in the event of a temporary absence by the physician. This clause required the medical director to provide temporary coverage, by another physician, in the event of his absence.

A letter, requesting a temporary leave of absence, was addressed by the physician to the dialysis facility and dated May 11, 2011.

An agreement providing temporary medical director services to the dialysis facility was present. This agreement was signed by the permanent medical director and a second physician. This agreement was dated April 11, 2011, and contracted for temporary medical director services, by the second physician, commencing May 1, 2011, and terminating June 30, 2011.

It was determined there was continuous provision of medical director services to the dialysis facility. Therefore, the allegation was unsubstantiated.

CONCLUSION: Unsubstantiated due to a lack of sufficient evidence.

As none of the allegations were substantiated, no response is necessary.

Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,

Trish O'Hara

TRISH O'HARA, RN
Health Facility Surveyor
Non-Long Term Care

NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

TO/srm

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Sue Pendlebury, Administrator
Gate City Dialysis Center
2001 Bench Road
Pocatello, ID 83201-2033

Provider #132506

Dear Ms. Pendlebury:

On **May 26, 2011**, a complaint survey was conducted at Gate City Dialysis Center. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00005033

Allegation #1: Patients are not receiving adequate medical oversight, resulting in hospitalizations for serious illness.

Findings #1: An unannounced visit was made to the facility on May 23, 2011. Observations and staff and patient interviews were conducted and six (6) patient records were reviewed, including active and closed records.

Documentation in six (6) records showed patients were seen and assessed by a physician or nurse practitioner on an average of every 8.7 days.

For example, one patient, a 37-year-old male, was seen and assessed by the nurse practitioner on March 4, 2011, by the physician on March 16, 2011, and again by the nurse practitioner on March 25, 2011, April 1, 2011, and April 8, 2011. The patient was hospitalized on April 14, 2011, and subsequently transferred to another dialysis facility. This patient was seen and assessed five (5) times in the 33 days preceding his hospitalization, an average of one visit and assessment every 6.6 days.

In an interview on May 26, 2011, at 10:00 a.m., the nurse practitioner stated she performed patient visits/assessments during the patients' dialysis treatments. She further stated she maintained continuous communication with the physician group.

The covering medical director was present in the facility on May 23, 2011, at the time of the survey, performing comprehensive assessments on all patients.

It could not be determined the facility patients were not receiving adequate medical oversight.

Conclusion: Therefore, the allegation was unsubstantiated, due to a lack of sufficient evidence.

Allegation #2: Antibiotics are not administered to patients as ordered.

Findings #2: An unannounced visit was made to the facility on May 23, 2011. Observations and staff and patient interviews were conducted and six (6) patient records were reviewed, including active and closed records.

All records documented patients received antibiotics as ordered.

For example, one record was that of a 37-year-old male. His dialysis access was a Central Venous Catheter. He presented for his dialysis treatment on Monday, April 11, 2011, and stated he had not been feeling well over the weekend. He did not have a fever at the beginning of his treatment but developed fever during the treatment. The nurse practitioner was notified and orders were received. Blood cultures were drawn and sent to the laboratory for culture and sensitivity studies. A broad spectrum antibiotic, Vancomycin, was administered intravenously at the end of his dialysis treatment.

On Wednesday, April 13, 2011, the patient presented for his dialysis treatment. He reported feeling better. Blood culture results were received from the laboratory showing a Staphylococcus infection. The nurse practitioner was again contacted and ordered the antibiotic, Vancomycin, to be given intravenously after treatment on April 13, 2011, and for the following four (4) treatments. The patient received the

antibiotic on April 13, 2011. Further antibiotics were not given as ordered because the patient was hospitalized on April 14, 2011.

It could not be determined patients were not given antibiotics as ordered.

Conclusion: Therefore, the allegation was found to be unsubstantiated, due to lack of sufficient evidence.

Allegation #3: The facility does not transfer requested medical record information.

Finding: An unannounced visit was made to the facility on May 23, 2011. Observations and staff and patient interviews were conducted and six (6) patient records were reviewed, including active and closed records.

A review of six (6) records showed no documentation of requests for patient information from the dialysis facility by receiving facilities.

In an interview on May 24, 2011, at 2:30 p.m., the facility administrator stated when facility patients present to the local hospital for care, the hospital's acute dialysis nurses occasionally call the facility for information about the patients' treatment prescriptions. The information is given to the nurses upon request. She said the facility has not received patient information requests from doctors who treat the patients.

Additionally, the following documents were reviewed:

An intradepartmental memorandum from a local hospital showed the hospital had contacted Dr. {physician's name}, a member of the medical director's physician group, for patient orders on May 5, 2011.

An Emergency Department record for the same patient showed the hospital had contacted Dr. {physician's name}, a member of the medical director's physician group, to "consult for emergent dialysis" on April 22, 2011.

A memo from Dr. {physician's name}, a member of the medical director's physician group stated a return phone call was made on April 17, 2011, by the doctor to a hospital staff nephrologist, providing medical history for a patient being treated at the hospital.

No additional information related to requests for patient information

could be found.

It could not be determined the facility did not provide patient information to receiving facilities when requested.

Conclusion: Therefore, the allegation was unsubstantiated, due to lack of sufficient evidence.

As none of the allegations were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,

Trish O'Hara

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