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HEALTH & WELFARE

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June 20, 2012

Judy Martinez, Administrator  
Liberty Dialysis Meridian  
3525 E Louise Dr, Suite 100  
Meridian, ID 83642

Provider #132512

Dear Ms. Martinez:

On **June 15, 2012**, a complaint survey was conducted at Liberty Dialysis Meridian. The complaint allegations, findings, and conclusions are as follows:

**Complaint #ID00005591**

**Allegation 1:** The facility failed to provide a sanitary environment in the patient care area.

Findings 1: An unannounced visit was made to the facility from 6/14/12 to 6/15/12. Ten patients and five staff members were interviewed. The building landlord representative was interviewed and the contract with the outside housekeeping service was reviewed. Additionally, two separate visual inspections of the patient care areas were completed with the following results:

On 6/14/12, the facility nurse manager stated a new housekeeping service had been contracted by the landlord and had begun providing services at the facility on 5/18/12. Since that time several concerns had been raised by the facility and addressed by the housekeeping service. These issues included dull, filmy floors, lack of soap and paper products, and dust on counter tops. A patient care technician stated dusty counter tops continued to be a problem, but she was not sure the nurse manager was aware of this. However, the facility nurse manager stated the issues had been resolved in a timely manner by the housekeeping service.

In a telephone interview, on 6/15/12 at 9:55 AM, the landlord representative stated she scheduled monthly audits to ensure adequate housekeeping services were being delivered. She also

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June 20, 2012  
Page 2 of 2

outlined the process by which exceptions to housekeeping services should be reported to the service or to her office by the facility. Additionally, the housekeeping services contract was reviewed and documented services adequate for the provision of a sanitary environment.

On 6/14/12 and 6/15/12, visual inspections of patient treatment areas were completed and no unsanitary conditions were identified. Further, 10 patients were interviewed and all stated the cleanliness of the facility was satisfactory.

It was substantiated that the facility had identified housekeeping concerns. However, the facility took appropriate corrective action to resolve the concerns and no on-going issues were identified at the time of the investigation on 6/14/12 and 6/15/12. Therefore, no deficiencies were cited.

**Conclusion:** Substantiated. No deficiencies related to the allegation are cited.

As only one of the allegations was substantiated, but was not cited, no response is necessary.

If you have questions or concerns regarding our investigation, please contact us at (208) 334-6626. Thank you for the courtesy and cooperation you and your staff extended to us in the course of our investigation.

Sincerely,



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



NICOLE WISENOR  
Co-Supervisor  
Non-Long Term Care

TO/srm