



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

September 5, 2012

Kelly Spiers, Administrator
Idaho Falls Care & Rehabilitation Center
3111 Channing Way
Idaho Falls, ID 83404

Provider #: 135107

Dear Mr. Spiers:

On **June 25, 2012**, an off-site Complaint Investigation was conducted for Idaho Falls Care & Rehabilitation Center. Lorene Kayser, L.S.W. conducted the complaint investigation.

The complaint allegations, findings and conclusions are as follows:

Complaint #ID00005585

ALLEGATION #1:

Note: For purposes of this complaint, the transferring facility is identified as (A) and the facility that the residents were transferred to is identified as (B). The named residents are identified as residents #1, #2 and #3.

The complainant stated that administrative staff at the facility (A) lied to residents in an effort to get them to transfer to a facility in another town (B), which is owned by the same corporation, instead of one of the other nursing home facilities in the same town as facility (A). The complainant identified three residents who were adversely affected by these actions.

The complainant stated that resident #1 had already moved to facility (B). According to the complainant, resident #1 was unable to make his own decisions. The resident's power of attorney (POA) told the complainant that there was no facility in the same town as facility (A) that could handle the resident's issues related to tube feeding and that the resident would be transferring to a facility in (B). The POA did not want resident #1 moved to (B) as she/he had no car and it would be hardship to visit the resident there.

According to the complainant, resident #2 was not planning to transfer to facility (B). On an unidentified

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date and time, the administrator took the resident out of the dining room to his office and questioned her about her decision not to go to facility (B). The administrator reportedly said he would talk to the resident's family about this even though resident #2 was capable of making her own decisions.

Resident #3 was told by the administrator that she was going to be transferred to facility (B) even though that was not the resident's choice.

As of June 1, 2012, there were about twelve residents left at the facility. These residents as well as residents #1, #2 and #3, were told by the administrator that the facility would be reopening in two months and that residents could return at that time. Only one registered nurse (RN) and five certified nurse aides (CNAs) out of 100 employees were transferred to facility (B) but the administrator is telling residents that most of the staff from facility (A) would be going to facility (B). The complainant believes residents are being given inaccurate information to influence their choices regarding transfer decision. The complainant also stated that when facility (A) staff cooperated with staff from two other facilities in town when they came in to interview residents about possible discharge to those facilities, staff was "yelled at."

FINDINGS:

A follow-up survey was conducted at the facility (A) on May 1- 3, 2012. The facility failed the follow-up survey and the facility was subsequently decertified from receiving Medicare and Medicaid funding. All residents who received Medicare or Medicaid funding were sent a letter shortly thereafter outlining their right to choose which facility to move to and giving them a list of facilities in and around facility (A). The ombudsman's office was involved with the closure of the facility.

Because the facility had been decertified and all residents relocated within a couple of days of the complaint intake, the complaint investigation did not take place at facility (A). A few weeks after the receipt of the complaint, a Recertification and State Licensure survey was conducted at facility (B). Residents and their families were interviewed and care was observed for a number of residents including those who had recently been admitted from facility (A). No issues were identified related to the transfers.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

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

Sincerely,


LORENE KAYSER, L.S.W., Q.M.R.P., Supervisor
Long Term Care

LKK/dmj