



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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August 22, 2012

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

Provider #132512

Dear Ms. Martinez:

On **August 17, 2012**, a complaint survey was conducted at Liberty Dialysis Meridian. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00005670

Allegation #1: The facility failed to protect patient privacy.

Findings #1: An unannounced visit was made to the facility on 8/15/12. Observations were done, staff and patients were interviewed, and medical records were reviewed. Additionally, education records were reviewed for facility staff and contract staff. Findings include:

Observations were done on 8/15/12 from 4:15 - 7:00 PM during which time six patients were receiving dialysis treatments. During observations, the facility staff maintained patients' physical privacy during dialysis treatments and kept written patient information secured.

Five facility staff members were interviewed and five of five stated they received training at the time of their orientation, as well as periodically thereafter, pertaining to patient privacy and confidentiality.

Four patients were interviewed during the observation. Four of four patients stated they had no concerns with privacy or confidentiality issues. Four patients stated they felt safe and protected while they were in the facility.

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Fifteen education records were reviewed for facility staff. Fifteen records documented staff education on patient privacy and confidentiality.

Six contract housekeeping staff education records were reviewed. Six of six records documented contract staff had signed a confidentiality agreement. This agreement identified confidential information as "all information, in all formats, related to patients." It further restricted the sharing of confidential information to persons who needed the information to do their jobs.

Ten patient records were reviewed. Ten of ten records contained documentation, shown by signature, patients had received education on patient rights and responsibilities.

Therefore, due to lack of sufficient evidence the allegation is unsubstantiated.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

Allegation #2: The facility did not observe a patient grievance process.

Findings #2: An unannounced visit was made to the facility on 8/15/12. Staff and patients were interviewed, the facility grievance log was reviewed, and medical records were reviewed. Findings include:

Five facility staff were interviewed. Five of five staff stated they referred all patient complaints to the facility nurse manager.

Four patients were interviewed. Four of four patients said they would voice a complaint to a direct care staff member or to the facility nurse manager. Four of four patients acknowledged they had received education on the grievance process.

In an interview on 8/15/12 at 3:00 PM, the facility nurse manager said when she became aware of a patient complaint she tried to resolve the issue verbally at the chairside. If the problem was not resolved it was documented and was referred to the facility medical director and then to the ESRD Network.

A review of the facility Grievance Log for the current calendar year showed three patient complaints had been documented, plans of resolution had been put in place, and follow up had been done to ensure satisfactory resolution.

Ten medical records were reviewed. Ten of ten records contained documentation, shown by signature, patients had received education on the patient grievance procedures. The patient grievance procedures included directions for internal as well as external grievance processes and

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included contact information for ESRD Network #16 and the Bureau of Facility Standards.

Therefore, due to lack of sufficient evidence the allegation is unsubstantiated.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

Allegation #3: Housekeeping staff cleaned the facility while patients were receiving dialysis treatments.

Findings #3: An unannounced visit was made to the facility on 8/15/12. Observations were done, and staff and patients were interviewed. Findings include:

Five facility staff were interviewed. Five of five staff stated no housekeeping work was done on the treatment floor while patients were receiving treatment. Staff further stated housekeeping tasks were done frequently in the doctor's and support staff corridors while patients were receiving treatment after 6:00 PM.

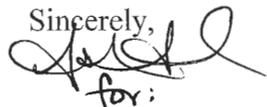
Four patients were interviewed. Four of four patients said they had never seen housekeeping staff performing duties on the treatment floor while patients were receiving dialysis treatments.

Observations were done on 8/15/12 from 4:15 - 7:00 PM. Housekeeping staff were noted to be actively performing tasks in the building lobby. However, no housekeeping staff entered the dialysis suite.

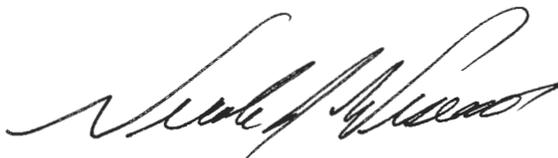
Therefore, due to lack of sufficient evidence the allegation is unsubstantiated.

Conclusion: Unsubstantiated. 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,

for:

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



NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

TO/nw