



IDAHO DEPARTMENT OF
HEALTH & WELFARE

C.L. "BUTCH" OTTER – GOVERNOR
RICHARD M. ARMSTRONG – DIRECTOR

TAMARA PRISOCK – ADMINISTRATOR
DIVISION OF LICENSING & CERTIFICATION
JAMIE SIMPSON – PROGRAM SUPERVISOR
RESIDENTIAL ASSISTED LIVING FACILITY PROGRAM
P.O. Box 83720
Boise, Idaho 83720-0009
PHONE: 208-334-6626
FAX: 208-364-1888

January 16, 2013

Adi Mihalache, Administrator
Spaulding House
1709 Spaulding Street
Boise, ID 83705

License #: Rc-743

Dear Mr. Mihalache:

On December 28, 2012, a Complaint Investigation survey was conducted at Spaulding House. As a result of that survey, deficient practices were found. The deficiencies were cited at the following level(s):

- Non-core issues, which are described on the Punch List, and for which you have submitted evidence of resolution.

This office is accepting your submitted evidence of resolution.

Should you have questions, please contact Rachel Corey, RN, Health Facility Surveyor, Residential Assisted Living Facility Program, at (208) 334-6626.

Sincerely,

Rachel Corey, RN
Team Leader
Health Facility Surveyor
Residential Assisted Living Facility Program

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



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December 31, 2012

Adi Mihalache, Administrator
Spaulding House
1709 Spaulding Street
Boise, ID 83705

Dear Mr. Mihalache:

An unannounced, on-site complaint investigation survey was conducted at Spaulding House on December 28, 2012. During that time, observations, interviews and record reviews were conducted with the following results:

Complaint # ID00005750

Allegation #1: A facility staff member did not treat residents with dignity and respect.

Findings #1: On 12/28/12, between 8:45 AM and 11:00 AM, observations and interviews were conducted. Five residents interviewed stated staff members treated them with dignity and respect. They denied being yelled at or spoken to in a harsh manner.

At 9:07 AM, the house manager stated when residents had behaviors or were acting out, she would redirect them, wait for them to calm down, then speak with them about their behaviors. She stated she worked in conjunction with the residents' Psychosocial Rehabilitation (PSR) workers and doctors on managing the residents' behaviors. She further stated, "I control myself and do not raise my voice."

At 10:00 AM, a resident's PSR worker was interviewed. He stated he had not witnessed any staff members mistreating the residents, but acknowledged that residents did not feel comfortable bringing up complaints or concerns to the house manager.

At 10:15 AM, another PSR worker stated he had worked with residents of the facility for over a year and had witnessed "quite a bit of interactions" between the

Adi Mihalache, Administrator
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house manager and the residents. He stated he had not witnessed any staff members mistreating the residents, yelling at them, or not treating them with dignity and respect. He stated the house manager had called him in the past to help mediate concerns that residents had brought up and the issues were resolved in a calm manner.

At 10:37 AM, the administrator stated he had not received any complaints from residents regarding staff members not treating them with dignity or respect. He stated the house manager could be "loud," but she never yelled at them or treated them in a harsh manner.

Two residents' records were reviewed. Behavior management plans documented appropriate interventions for behaviors.

Unsubstantiated. Although the allegation may have occurred, it could not be verified during the complaint investigation.

Please bear in mind that one non-core issue deficiency was identified on the punch list, a copy of which was reviewed and left with you during the exit conference, on **12/28/2012**. The completed punch list form and accompanying evidence of resolution (e.g., receipts, pictures, policy updates, etc) are to be submitted to this office within thirty (30) days from the exit date.

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,



Rachel Corey, RN
Health Facility Surveyor
Residential Assisted Living Facility Program

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

