



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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April 1, 2014

Karl Keeler, Administrator
Saint Alphonsus Medical Center - Nampa
1512 Twelfth Avenue Road
Nampa, ID 83686

RE: Saint Alphonsus Medical Center - Nampa, Provider #130013

Dear Mr. Keeler:

On **March 10, 2014**, a complaint survey was conducted at Saint Alphonsus Medical Center - Nampa. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00006395

Allegation: The facility experienced a water outage and lack of hot water. Patients and staff were unable to flush toilets and have hot water. Hot water was not available for the surgical team preparing for an operative procedure.

Findings: An unannounced, on-site complaint investigation was conducted on 3/10/14. Staff and patient interviews were conducted with the following results:

During an interview on 3/10/14, beginning at 10:15 AM, the Vice President (VP) of Patient Care Services and Maintenance Manager described the events surrounding two water outages on Thursday March 6, 2014 through Monday March 10, 2014.

The Maintenance Manager stated he was notified of a lack of hot water Thursday afternoon by someone in the dietary department. He stated the plumbing contractor detected a small leak in a main water line leading into the facility. The Maintenance Manager stated the facility had a planned water outage early Friday morning to repair the leak, and the water was off for approximately 3 hours.

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The VP stated he was notified of a water leak on Thursday evening around 10:00 PM. He stated he spoke with the Charge Nurses and the Medical Director regarding a planned outage on Friday morning to repair the leak. The VP said that although the water was turned off temporarily in the main building, water and toilet facilities were available in the ED section of the facility for staff. The VP stated the repair to the water pipe was a temporary patch and was not sufficient. He stated the plumbing contractor required a second outage to complete the repair. On Sunday a planned water shut-off was postponed until laboring patients had delivered and there was no potential for surgical procedures. The water was shut off and a final repair occurred on Monday morning between the hours of 1:00 AM and 4:00 AM. At that time the plumbing contractor repaired 3 sections of copper tubing in the ceiling area of the medical telemetry patient care area on the first floor.

The VP stated a complete Root Cause Analysis was planned to further investigate the incident. He stated he did not have an opportunity to obtain the details of the event before the arrival of the survey team. The VP stated water for handwashing was available at all times, as well as, hand sanitizer for patients and staff. The VP stated the second planned outage was after patients and staff were notified to use the toilet facilities before the shut off, and water could be obtained for assistance with flushing toilets if needed. Additionally, the VP stated the second planned outage was scheduled at a time when there were no laboring patients and no anticipated surgical deliveries. He stated the Medical Director was aware of the planned outages and did not see a care need to divert patients.

A tour of the facility was conducted. The location of the leak was identified and observed above the ceiling at the first floor (cardiovascular center) nursing station. Observation revealed that there had not been a catastrophic leak, indeed the leak and subsequent damage was minimal, with damage limited to a single ceiling tile. Approximately five (5) feet of four (4) inch copper water line had been replaced.

Hot water temperatures and relative pressures were tested between 11:00AM and 11:30 on 3/10/14 in the following locations:

First floor

Patient room 1106 bathroom Handwash sink = 116 ° F

Patient room 1102 bathroom Handwash sink = 116 ° F

CV Scrub Station sink = 108 ° F

Recovery ICL 4 Handwash sink = 117 ° F

Bistro employee bathroom Handwash sink = 117 ° F

Second floor

Patient room 2103 bathroom Handwash sink = 117 ° F

Nursing station bear 2103 Handwash sink = 117 ° F

Patient room 2119 bathroom Handwash sink = 116 ° F

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NICU nursing room Handwash sink = 110 o F
OB Scrub Station sink = 107 o F
Pressures appeared to be normal in all areas tested.

During an interview on 3/10/14 at 11:00 AM, a 52 year old male who was admitted on 3/05/14, stated he had attempted to take a shower on 3/06/14 in the evening and was unable to get warm water. He stated the staff informed him of the planned water outage 3/10/14, and he felt his care was not compromised during that time.

During an interview on 3/10/14 at 11:10 AM, a member of the housekeeping staff stated she worked on 3/08/14 and 3/09/14. She stated she was aware of the problems with the water, but it occurred during the night, and her work was not affected by the outages.

A nurse in the Obstetrical Department was interviewed on 3/10/14 at 11:15 AM. She stated she worked on 3/08/14 and 3/09/14. The nurse stated there was 1 baby in the special care area, and no patients were in labor at the time of the planned outage on Monday morning. She stated the staff was aware of the planned outage and had adequate water available.

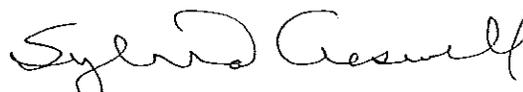
No deficient practice was identified. It could not be determined the facility failed to provide sufficient measures to ensure patient safety during the water outages.

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,


SUSAN COSTA
Health Facility Surveyor
Non-Long Term Care


SYLIVA CRESWELL
Co-Supervisor
Non-Long Term Care

SC/pmt