



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: 208-364-1962  
FAX: 208-364-1888

February 4, 2015

Shawna Warner, Administrator  
Elegant Residential Assisted Living, Inc  
1256 Wright Avenue, Bldg A  
Pocatello, Idaho 83201

Provider ID: RC-916

Ms. Warner:

On December 4, 2014, a complaint investigation was conducted at Elegant Residential Assisted Living, Inc. 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.

Your submitted evidence of resolution is being accepted by this office. Please ensure the corrections you identified are implemented for all residents and situations, and implement a monitoring system to make certain the deficient practices do not recur.

Thank you for your work to correct these deficiencies. Should you have questions, please contact Rae Jean McPhillips, RN, BSN, Health Facility Surveyor, Residential Assisted Living Facility Program, at (208) 364-1962.

Sincerely,

RAE JEAN MCPHILLIPS, RN, BSN  
Team Leader  
Health Facility Surveyor

RM/sc

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



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December 12, 2014

Colbie Gardner, Administrator  
Elegant Residential Assisted Living, Inc  
1256 Wright Avenue, Bldg A  
Pocatello, Idaho 83201

Provider ID: RC-916

Ms. Gardner:

A complaint investigation was conducted at Elegant Residential Assisted Living, Inc between December 2, 2014 and December 4, 2014. The facility was found to be in substantial compliance with the rules for Residential Care or Assisted Living Facilities in Idaho. No core issue deficiencies were identified. The enclosed survey document is for your records and does not need to be returned to the Department.

Please bear in mind that non-core issue deficiencies were identified on the punch list, a copy of which was reviewed and left with you during the exit conference, on **December 4, 2014**. 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.

Our staff is available to answer questions and to assist you in identifying appropriate corrections. Should you require assistance or have any questions about our visit, please contact us at (208) 364-1962. Thank you for your continued participation in the Idaho Residential Care Assisted Living Facility program.

Sincerely,

  
RAE JEAN MCPHILLIPS, RN  
Health Facility Surveyor  
Residential Assisted Living Facility Program

RM/sc



|  |  |  |                                 |
|--|--|--|---------------------------------|
| Facility<br>ELEGANT RESIDENTIAL ASSISTED LIVING, INC   | License #<br>RC-916                    | Physical Address<br>1256 WRIGHT AVENUE, BLDG A | Phone Number<br>(208) 478-9400  |
| Administrator<br>Colbie Gardner  | City<br>POCATELLO                      | ZIP Code<br>83201                              | Survey Date<br>December 4, 2014 |
| Survey Team Leader<br>Rae Jean McPhillips  | Survey Type<br>Complaint Investigation | RESPONSE DUE:<br>January 3, 2015               |                                 |
| Administrator Signature<br> | Date Signed<br>12.4.14                 |  |                                 |

**NON-CORE ISSUES**

| Item # | IDAPA Rule # | Description  | Department Use Only |          |
|--------|--------------|--|---------------------|----------|
|        |              |  | EOR Accepted        | Initials |
| 1      | 153.04.d     | The facility did not have a policy regarding posting of residents' pictures or personal information on social media sites.   | 2/3/15              | Rm       |
| 2      | 215.11       | The facility's administrator was not reachable at all times.   | 2/3/15              | Rm       |
| 3      | 305.02       | A: The facility did clarify physician's orders when Resident #1 returned from the hospital.<br>B: Medications were not available as ordered.<br>C: Staff gave a resident an over the counter medication without a physician's order. | 2/3/15              | Rm       |
| 4      | 330.03       | Residents' records were left unsecured in an open room.  | 2/3/15              | Rm       |
| 5      | 600.06.a     | Staff left residents unsupervised in a building. ***Previously cited on 7/24/13***   | 2/3/15              | Rm       |
| 6      | 730.02.a     | There was not an "as-worked" schedule for administrative staff.  | 2/3/15              | Rm       |
| 7      |              |  |                     |          |
| 8      |              |  |                     |          |
| 9      |              |  |                     |          |
| 10     |              |  |                     |          |
| 11     |              |  |                     |          |
| 12     |              |  |                     |          |
| 13     |              |  |                     |          |
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| 16     |              |  |                     |          |
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| 19     |              |  |                     |          |



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Ms. Gardner:

An unannounced, on-site complaint investigation survey was conducted at Elegant Residential Assisted Living, Inc between December 2, 2014 and December 4, 2014. During that time, observations, interviews, and record reviews were conducted with the following results:

**Complaint # ID00006380**

Allegation #1: Staff did not treat residents with dignity and respect.

Findings: Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

Allegation #2: Staff left residents unattended at night.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.600.06.a for leaving the residents in the building unattended, when the staff left the building. The facility was required to submit evidence of resolution within 30 days.

Allegation #3: Staff opened residents' packages and took items home.

Findings: Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

If you have questions or concerns regarding our visit, please call us at (208) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,

RAEJEAN MCPHILLIPS, RN  
Health Facility Surveyor  
Residential Assisted Living Facility Program

RM/sc



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1256 Wright Avenue, Bldg A  
Pocatello, Idaho 83201

Provider ID: RC-916

Ms. Gardner:

An unannounced, on-site complaint investigation survey was conducted at Elegant Residential Assisted Living, Inc between December 2, 2014 and December 4, 2014. During that time, observations, interviews or record reviews were conducted with the following results:

**Complaint # ID00006620**

Allegation #1: The facility nurse did not review and implement orders.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.305.02 for the nurse not reviewing orders. The facility was required to submit evidence of resolution within 30 days.

If you have questions or concerns regarding our visit, please call us at (208) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,

RAE JEAN MCPHILLIPS, RN  
Health Facility Surveyor  
Residential Assisted Living Facility Program

RM/sc

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



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An unannounced, on-site complaint investigation survey was conducted at Elegant Residential Assisted Living, Inc between December 2, 2014 and December 4, 2014. During that time, observations, interviews or record reviews were conducted with the following results:

**Complaint # ID00006675**

**Allegation #1:** Facility staff gave residents medications without a physician's order.

**Findings:** Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.305.02 for staff giving a resident an over the counter medication without a physician's order. The facility was required to submit evidence of resolution within 30 days.

**Allegation #2:** The facility was not maintained in a clean and sanitary manner.

**Findings:** Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

**Allegation #3:** Residents' prescribed medications were not available.

**Findings:** Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.305.02 for not having residents' prescribed medications available. The facility was required to submit evidence of resolution within 30 days.

**Allegation #4:** The facility did not follow infection control procedures when residents' lancets were reused during blood glucose levels checks.

**Findings:** Unsubstantiated. The facility followed standard practice which allows individuals to reuse their personal lancets.

Colbie Gardner, Administrator

December 12, 2014

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Allegation #5: A resident's photograph was posted to a social media site.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.153.04.d for not having a policy regarding the posting of residents' information or pictures to a social media site. The facility was required to submit evidence of resolution within 30 days.

If you have questions or concerns regarding our visit, please call us at (208) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

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Health Facility Surveyor  
Residential Assisted Living Facility Program

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Provider ID: RC-916

Ms. Gardner:

An unannounced, on-site complaint investigation survey was conducted at Elegant Residential Assisted Living, Inc between December 2, 2014 and December 4, 2014. During that time, observations, interviews or record reviews were conducted with the following results:

**Complaint # ID00006786**

Allegation #1: An unlicensed employee "bubble" packed medications.

Findings: Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

Allegation #2: An unlicensed employee took physician's medication orders over the phone.

Findings: Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

Allegation #3: Medications were not available to be given to residents, as per physicians' orders.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.305.02 for not having residents' prescribed medications available. The facility was required to submit evidence of resolution within 30 days.

Allegation #4: The administrator was not reachable or available to staff at all times.

Colbie Gardner, Administrator

December 12, 2014

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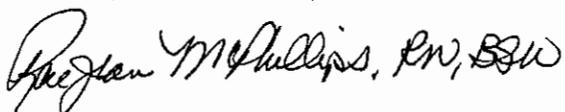
Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.215.011. The facility was required to submit evidence of resolution within 30 days.

Allegation #5: The facility did not protect residents' personal information.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.330.03 for not protecting residents' records from unauthorized use when resident care records were left in an open room. The facility was required to submit evidence of resolution within 30 days.

If you have questions or concerns regarding our visit, please call us at (208) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,



RAE JEAN MCPHILLIPS, RN  
Health Facility Surveyor  
Residential Assisted Living Facility Program

RM/sc

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