



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

January 16, 2014

Stephanie Arceneaux, Administrator
Valley View Investors - The Bridge at Valley View
1130 North Allumbaugh Street
Boise, Idaho 83704

License #: RC-250

Dear Ms. Arceneaux:

On December 17, 2013, a complaint investigation survey was conducted at Valley View Investors, LLC - The Bridge at Valley View. 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 are 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 Donna Henscheid, LSW, Health Facility Surveyor, Residential Assisted Living Facility Program, at (208) 364-1962.

Sincerely,

DONNA HENSCHIED, LSW
Team Leader
Health Facility Surveyor

DH/sc

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



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December 24, 2013

Stephanie Arceneaux, Administrator
Valley View Investors, LLC - The Bridge At Valley View
1130 N Allumbaugh St
Boise, ID 83704

Dear Ms. Arceneaux:

An unannounced, on-site complaint investigation survey was conducted at Valley View Investors, LLC - The Bridge At Valley View on December 17, 2013. During that time, observations, interviews or record reviews were conducted with the following results:

Complaint # ID00006191

Allegation #1: The facility did not have sufficient staff to provide residents with two-person assistance with transfers.

Findings #1: On 12/17/13, the facility's staff schedules were reviewed for September through December 2013. The schedules documented there were at least two staff scheduled on each of the three shifts.

On 12/17/13 between 9:00 AM and 3:30 PM, twenty-one residents, four staff members, four family members and a hospice nurse were interviewed. The four staff members stated the facility scheduled at least two caregivers on each shift to meet the residents' transferring needs. Two residents voiced concerns with the timeliness of call lights being answered and one family member voiced concerns regarding staff turnover. However, there were no concerns regarding not having enough staff to assist with transfers.

On 12/17/13 at 11:03 AM, the administrator stated there had been some staffing issues, but she had always scheduled two staff on each of the three shifts. The administrator stated, she had contracted with an agency to supplement the facility's staffing schedule to ensure there was sufficient staff on each shift, and had added a float staff position to the evening shift. Further, she stated the facility had re-evaluated their acuity levels and had discharged some residents.

Stephanie Arceneaux, Administrator
December 24, 2013
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Unsubstantiated. However, the facility was issued a deficiency at IDAPA 16.03.22.215.01 for the administrator not implementing the facility's policy regarding reviewing the call light history for trends and patterns.

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 17, 2013**. 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) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,



Donna Henscheid
Health Facility Surveyor
Residential Assisted Living Facility Program

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