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March 26, 2018

Jamie Berg, Administrator
Good Samaritan Society - Moscow Village
640 North Eisenhower Street
Moscow, ID 83843-9588

Provider #: 135067

Dear Ms. Berg:

On **February 21, 2018**, an unannounced on-site complaint survey was conducted at Good Samaritan Society - Moscow Village. The complaint allegations, findings and conclusions are as follows:

Complaint #ID00007632

ALLEGATION #1:

Residents are not provided access to their call lights and call pendants.

FINDINGS #1:

Call lights and call pendants were observed throughout the survey. Bed and chair alarms were observed throughout the survey. The facility's out-of-facility appointments and transportation logs for February 2018 were reviewed. The facility's grievance files and incident and accident reports from May 2017 to February 2018 were reviewed.

Several residents were interviewed regarding quality of care and quality of life concerns. Several nurses, CNAs, and management staff were interviewed regarding quality of care and quality of life concerns. The Director of Nursing and the Administrator were interviewed.

Call lights and call pendants were observed throughout the survey and no concerns were identified.

Five residents' records, including that of the identified resident, were reviewed. No concerns regarding call lights were identified.

Five residents were interviewed, including the identified resident, and no concerns were identified regarding call lights/pendants. Several nurses and CNAs were interviewed. They said they made sure residents had their call light and/or call pendants accessible.

Based on the above information, it was determined the allegation could not be substantiated.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #2:

The facility has problems with communication with the van driver and family about out of the facility appointments, resulting delays and residents being taken to appointments on the wrong date.

FINDINGS #2:

The van driver's appointment logs were reviewed for the week of February 19, 2018 to February 23, 2018 and no concerns were identified.

Five residents were interviewed, including the identified resident. The residents did not express concern regarding communication with the van driver and family members for appointments.

Several nurses and management staff were interviewed and no concerns were identified regarding communication with the van driver and family for appointments were identified.

Based on the above information, it was determined the allegation could not be substantiated.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

Jamie Berg, Administrator
March 26, 2018
Page 3 of 3

ALLEGATION #3:

Residents who are to have each a bed alarm and a chair alarm, are not provided with both, instead one alarm is used and transferred between the bed and chair.

FINDINGS #3:

Five residents, including the identified resident, were observed with alarms and no concerns were identified.

Several nurses and CNAs said the alarms are interchangeable and may be transferred from the bed to the chair and visa versa.

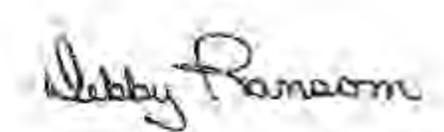
Based on the investigative findings, it was determined the allegation could not be substantiated.

CONCLUSIONS:

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,

A handwritten signature in black ink that reads "Debby Ransom". The signature is written in a cursive, flowing style.

Debby Ransom, R.N., R.H.I.T., Chief
Bureau of Facility Standards

DR/lj