



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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June 27, 2014

Shelby Wright, Administrator
Liberty Dialysis Caldwell
4620 Enterprise Way, Suite 101
Caldwell, ID 83605-6764

RE: Liberty Dialysis Caldwell, Provider #132523

Dear Ms. Wright:

On **June 24, 2014**, a complaint survey was conducted at Liberty Dialysis Caldwell. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00006504

Allegation: Facility supplied topical medication for cannulation pain relief is not made available to patients in a timely manner.

Findings: An unannounced visit was made to the facility from 6/23 - 6/24/2014. Observations were done for a cumulative 6 hours. Patient, family, and staff interviews were conducted and medical records were reviewed with the following results:

Three Patient Care Technicians and one RN confirmed that medication, in the form of intradermal injection or topical application, was supplied by the facility to patients for the relief of pain during needle insertion into their vascular access.

However, the staff said the topical application had not been available from the corporate pharmacy service for several weeks. Staff had informed patients there was a shortage of the topical medication and told patients it was on back order by the pharmacy. The intradermal injections remained available to patients.

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The corporate pharmacy service was contacted. The pharmacist in charge stated there had been no interruption in the supply of the topical medication to the pharmacy.

In an interview on 6/23/14 at 11:00 A.M., the Clinic Manager explained the facility had transitioned to the use of the corporate pharmacy service, for bundled patient medications, in July, 2013. She said there had been some communication difficulties during the transition. These included incorrect routing of prescriptions as well as the loss of some prescription data for patients.

The Clinic Manager also presented a facility log listing twelve patients who had prescriptions for the topical pain relief medication. The log included order dates, refill dates, and dates the medication had been received from the pharmacy.

On or about 6/1/2014, the Clinic Manager was made aware patients were not receiving the topical medication. She contacted the pharmacy service and addressed each patient's medication needs. According to the log, eight of twelve patients received topical medication for pain relief from the pharmacy on 6/5/2014. Three patients were due for refills in July, 2014, and one patient no longer used the medication.

Four patients were interviewed and reported painful needle cannulation was addressed by the facility staff. One patient's spouse said the patient had experienced painful needle cannulation in February or March, 2014 but the patient's pain was currently controlled with topical medication.

It was substantiated patients did not receive ordered medication in a timely manner. However, the facility recognized this was occurring and took appropriate corrective action to resolve communication problems with the providing pharmacy. No on-going issues were identified at the time of the investigation on 6/23/14 and 6/24/14. Therefore, no deficiencies were cited.

Conclusion: Substantiated. No deficiencies related to the allegation are cited.

An additional concern, noted in the complaint, was that the facility had inaccurate information posted on its external website. The website stated patient treatments were available three days a week on Monday, Wednesday, and Friday. It was observed that dialysis treatments were provided to patients six days a week, Monday - Saturday.

However, there is no regulation requiring facilities to post accurate information on an external website. Therefore, no deficiencies were cited.

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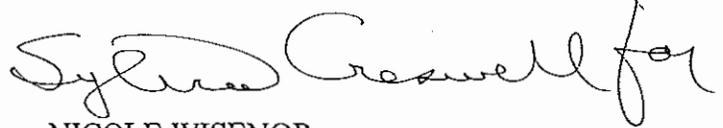
As the allegation was substantiated, but was not cited, no response is necessary.

If you have questions or concerns regarding our investigation, please contact us at (208) 334-6626, option 4. Thank you for the courtesy and cooperation you and your staff extended to us in the course of our investigation.

Sincerely,



TRISH O'HARA
Health Facility Surveyor
Non-Long Term Care



NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

TO/pmt