PLAN OF CORRECTION

Cottages Senior Living I LLC dba The Cottages of Mountain Home
735 South 5th West
Mountain Home ID 83647

Provider ID: RC-1184

On 01/20/2022, a Health Care Complaint Investigation survey was conducted by Department staff at Cottages Senior Living I LLC dba The Cottages of Mountain Home. As a result of the survey, core issue deficiencies were cited with the following plan of correction.

Rule Violation .215.03. Lapse of Administrator.

Describe what corrective actions will be accomplished for those residents/personnel/area found to have been affected by the deficient practice.

We have experienced a lapse due to COVID and unforeseen circumstances. Nancy(Maria) Flores, an employee of ours for over 8 years, has been actively working on her licensing. Mountain home experienced COVID in both December and January creating extra difficulty. We were advised last month that we didn't qualify for a provisional. We did our best to try and get Nancy licensed before we were out of compliance. Knowing a lapse was upon us without any viable, quick solutions, we immediately had and still have daily Administrator oversight in Mountain Home from Nicole Ellis and Heather Pinson who are experienced, long-term administrators to ensure quality of care and support to staff while Nancy finishes her licensure. Everything has been completed and sent to IBOL. Nancy is simply waiting on the ability to schedule her final proctored exam through IHCA and we are hoping that will be completed and she'll be licensed by the end of this month. In the meantime, the building is not without licensed admin oversight and support daily from Heather, Nicole, as well as office staff support, both remotely and in-person to ensure quality of care and compliance. If Nancy is unable to get her licensure by the end of February as described, we will have a licensed administrator on the building no later than 3/4/22

Describe how the provider will identify other residents/personnel/areas having the potential by the same deficient practice and what corrective action(s) will be taken.

We have initiated a new team referred to as the Peer Leader Team. This team consists of actively licensed administrators who's primary role is to support their admin team members. We are working to grow that team, so that in times of licensure and oversight needs, we will have someone readily available without lapses. This team also will help with compliance for all locations and identify things in real-time that need addressed. We have also implemented a workforce committee to help identify and grow current staff who want leadership roles within the company like the administrator role.

Describe how the corrective action will be monitored to ensure the deficient practice does not recur (QA program).

The executive team will meet with the Peer Leader team every two weeks to discuss, identify and implement courses of action with any compliance concerns. The Peer Leader Team will implement tools to track punches, duplicate punches, give training to others in areas identified as needing increased quality assurance, will help our company be successful. The person in charge of the workforce committee will have a weekly meeting with the CEO to brainstorm new and different ideas and ways to keep and grow the staff we currently have

Date when corrective action will be completed.

March 04, 2022

Program Comments

NON-CORE ISSUES

Facility	License #	Physical Address	Phone Number
Cottages Senior Living I LLC dba The Cottages of Mountain Home	RC-1184	735 South 5th West	208-580-1121
Administrator	City	Zip Code	Survey Date
Treasa Hackney	Mountain Home	83647	01/20/2022
Survey Team Leader	Survey Type		Response Due
Bollinger, Torrey	Health Care Complaint Investigation		02/19/2022

Item #	Rule (16.03.22)	Description
1	.215. REQUIREMENTS FOR A FACILITY ADMINISTRATOR.	The facility did not have a licensed administrator from 12/6/21 to current. The current administrator in training stated she was currently in process of obtaining her provisional administrator's license.

CORE ISSUES

Facility	License #	Physical Address	Phone Number
Cottages Senior Living I LLC dba The Cottages of Mountain Home	RC-1184	735 South 5th West	208-580-1121
Administrator	City	Zip Code	Survey Date
Treasa Hackney	Mountain Home	83647	01/20/2022
Survey Team Leader	Survey Type		Response Due
Bollinger, Torrey	Health Care Complaint Investigation		01/30/2022

Item #	Rule (16.03.22)	Description
1	.215.03. Lapse of Administrator.	Based on record review and interview, it was determined the facility failed to retain a licensed administrator for the day to day operations of the facility for a period greater than 30 days. The findings include: IDAPA 16.03.22.010.20.e defines a core issue as any one of the following: "A situation in which the facility has operated for more than thirty (30) days without a licensed administrator overseeing the day-to-day operations of the facility." IDAPA 16.03.22.100.04 documents, "Each facility must have an administrator." IDAPA 16.03.22.215 documents, “Under Section 39-3321, Idaho Code, each facility must have one (1) licensed administrator assigned as the person responsible for the day-to-day operation of the facility.” IDAPA 16.03.22.215.03 documents, “If the facility operates for more than thirty (30) days without a licensed administrator, it

		will result in a core issue deficiency." According to the Facility Licensing and Certification database (FLARES) the facility's current administrator was Treasa Hobson, RCA-2328. The facility's as-worked schedule documented Treasa Hobson's last day worked as the administrator was 12/6/21. On 1/20/22 at 8:57 AM, Caregiver A stated Treasa Hobson was the facility's last administrator and she transferred to another facility on 11/16/21. On 1/20/22 at 9:00 AM, Caregiver B stated Treasa Hobson was the facility's last administrator and she left in the middle of November 2021. On 1/20/22 at 9:13 AM, Caregiver C stated Treasa Hobson was the facility's last administrator and she left around the beginning of December 2021. On 1/20/22 at 9:06 AM, Treasa Hobson, the former administrator, stated her last day worked as the facility's administrator was 12/1/21. On 1/19/22 at 1:33 PM, Nancy Flores, the administrator in training, stated Treasa Hobson's last day worked as the facility's administrator was 12/1/21. On 1/20/22 at 9:13 AM, the facility nurse stated Treasa Hobson had transferred out of the facility sometime in December 2021 and was no longer the administrator at the Mountain Home facility.

		The facility operated without a licensed administrator from 12/6/21 through 1/20/22. For 45 days there was no licensed administrator to oversee the day to day operations of the facility.